



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.01/ 3153 -2026
August 27, 2026

Chief Executive Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.

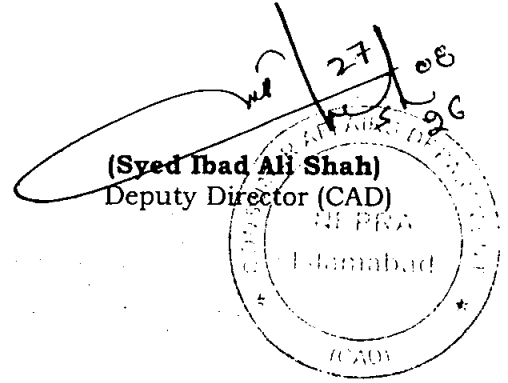
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID KHAN,
MASTER BROTHERS PHARMACEUTICAL INDUSTRIES, UNDER SECTION
39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO
REGARDING DELAY IN INSTALLATION OF CONNECTION.
PESCO-NHQ-71315-04-26**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated August 27, 2026, regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. Chief Commercial Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
2. Incharge Complaint Cell, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
3. Mr. Khalid Khan,
Master Brothers Pharmaceutical Industries,
Bara Banda, Risalpur, District Nowshera.
0312-7084385





**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. PESCO-NHQ-71315-04-2026

Mr. Khalid Khan
Master Brothers, Pharmaceutical Industries
Bara Banda, Risalpur, District Nowshehra.

..... **Complainant**

Versus

Peshawar Electric Supply Company (PESCO)
WAPDA House, Sakhi Chashma Shami Road
Peshawar.

..... **Respondent**

Date of Hearing: June 11, 2026

On behalf of:

Complainant: Mr. Khalid Khan

Respondent: NEMO/Absent

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID KHAN, MASTER BROTHERS, PHARMACEUTICAL INDUSTRIES, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DELAY IN INSTALLATION OF CONNECTION.

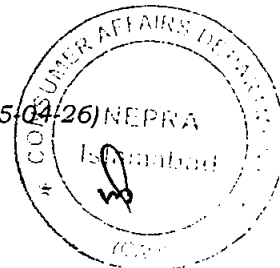
DECISION

This decision shall dispose of the complaint filed by Mr. Khalid Khan C/o M/s Master Brothers Pharmaceutical Industries (hereinafter referred to as "the Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "PESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from the Complainant wherein it was submitted that despite payment of demand notice for provision of new industrial connection at his premises, the same was not installed by PESCO despite lapse of extraordinary time period & repeatedly approaching PESCO. The matter was taken up with PESCO and hearing was held at NEPRA Head Office, Islamabad which was attended by representative of the Complainant while PESCO remained absent.

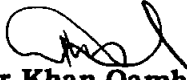
3. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

- (i) The Complainant applied to PESCO for provision of an industrial (B-2) connection for 150 kW load during July, 2020. In response, a demand notice amounting to Rs. 883,788/- i.e. capital cost and Rs. 301,500/- i.e. security cost was issued by PESCO on July 10, 2020 and accordingly, the same was paid by the Complainant on August 10, 2020 within the prescribed time period while the connection was not installed by PESCO to date. The Complainant was of grave concern regarding extreme delay in installation of the connection and undue pendency caused by concerned PESCO officials in the matter.



- (ii) According to time frame for new connection given in the NEPRA Performance Standards (Distribution) Rules, 2005 read with Consumer Service Manual (CSM), DISCOs are required to provide electricity connection within time period of (58) days from the date of payment of demand notice in case of ultimate load between 70-500 kW after payment of demand notice. In the instant matter, the demand notice was paid in full on August 10, 2020 and connection having load of 150 kW should have been completed by October 07, 2020.
- (iii) According to the clause 2.7.1 of CSM, in the cases where there is shortage/non availability of material, DISCOs can ask the applicant to procure required material as per specifications of the DISCOs. In the instant case, supposedly, if there was any shortage/non availability of material was on the horizon, PESCO should have informed the Complainant for procurement of the same on its own, however, PESCO neither installed the connection nor informed the Complainant for the procurement of material.
- (iv) It is important to mention that PESCO has neither filed any reply/comments before NEPRA nor deputed any official at the hearing. This non-compliance has not only harmed the reputation of PESCO but also caused undue delay in the redressal of the Complainant's grievance. However, as per the established facts pertaining to paid demand notice and supporting documentary evidence regarding requisitioned material pertaining to the connection, provides that PESCO has failed to install and energize the connection despite lapse of approximately 6 years which is not warranted.

4. Foregoing in view, PESCO is directed to complete the installation and energize the connection without any further delay. PESCO is also directed to take departmental action against the concerned PESCO official and compliance report be submitted with 30 days.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Ilahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 27, 2026.

