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/ 4001 -2025
October 12, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN KHAN, ACCOUNTS MANAGER, GRANDEUR LOUNGE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 30 26162 0006707).**
PESCO-NHQ-49621-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 12, 2026, regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. Chief Commercial Officer, PESCO,
   WAPDA House, Sakhi Chashma Shami Road,
   Peshawar.
2. Mr. Imtiaz Khan (Addl. Director),
   NEPRA Regional Office, 6th Saddar Road,
   2nd Floor, Tasneem Plaza, Peshawar Cantt.
3. Incharge Complaint Cell, PESCO,
   WAPDA House, Sakhi Chashma Shami Road,
   Peshawar.
4. Mr. Adnan Khan,
   Accounts Manager, Grandeur Lounge,
   Warsak Road, Peshawar.
   0333-0521350

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. PESCO-NHQ-49621-01-25

Mr. Adnan Khan ..... **Complainant**
Account Manager, Grandeur Lounge,
Warsak Road, Peshawar.

Versus

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

Date of Hearing: August 17, 2026

On behalf of Complainant: Mr. Adnan Khan

Respondent: SDO (Operation), PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C # 30-26162-0006707).**

DECISION

This decision shall dispose of the complaint filed by Mr. Adnan Khan (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. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that PESCO had charged the exorbitant MDI during several billing cycles against his commercial connection resulting in charging of the excessive fixed charges despite the installation of solar system. The matter was taken up with PESCO and hearings were held at the NEPRA Head Office, Islamabad which were attended by both parties and the matter was discussed in detail. During the hearings, PESCO official submitted that less maximum demand (MDI) in comparison with actual MDI recorded against Complainant's connection was charged for serval billing cycles since October, 2023 and later, the remaining pending MDI was charged against the connection in the following months. PESCO further claimed that no overcharging in respect of MDI has been made against connection, however, no documentary evidence in support of its claim was submitted by PESCO despite provision of the ample opportunities. PESCO also failed to provide meter reading snaps of impugned meter in order to ascertain the period of discrepancy. During the hearing, PESCO was also directed to submit the event wise data retrieval report from M&T which was, later, submitted by PESCO.

3. The MDI history of the Complainant's connection is as under:

Sr. No	Month/Year	MDI charged on Bill (kW)	MDI charged As Per PITC (kW)	Cumulative MDI Reading in M&T Report (kW)	MDI to be charged as per M&T Data Retrieval Report (kW)
1	October-23	40	40	-	-
2	November-23	79	**30**	-	-
3	December-23	64	64	-	-
4	January-24	56	56	-	-
5	February-24	46	46	-	-
6	March-24	95	95	-	-
7	April-24	3	3	-	-
8	May-24	38	38	-	-
9	June-24	54	54	-	-
10	July-24	80	80	-	-
11	August-24	0	0	-	-
12	September-24	80	80	-	-
13	October-24	0	45	58.26	-
14	November-24	188	188	60.17	**76.4**
15	December-24	168	168	62.27	**84**
16	January-25	210	210	64.48	**88.4**
17	February-25	320	320	65.71	**49.3**
18	March-25	200	200	65.87	**6.4**
19	April-25	200	200	68.45	**103.2**
20	May-25	200	200	71.11	**106.4**
21	June-25	203	203	73.53	**96.8**
22	July-25	160	160	73.79	**10.4**
23	August-25	40	40	74.15	**14.4**
24	September-25	0	0	74.40	**10**

The analysis of above table clearly reflects mismatch between MDI charged on face of bills, PITC record & data retrieval report which corroborates the discrepancy in charging of actual MDI against the connection as also admitted by PESCO. Moreover, from the perusal of event-wise data retrieval report of the impugned meter revealing actual MDI for period of only 12 months, it can also be established that for period i.e. November, 2024 to September, 2025, frivolous and improper MDI with monthly average of 171 kW, in lieu of the actual MDI with average of 58 kW per month, was levied by PESCO. It is on the record that connection was upgraded to net-metering connection & bi-directional impugned meter remained installed from February, 2023 until October, 2025.

5. It is on record that a 200 kVA transformer is installed against the connection, however, PESCO charged MDI more than the rated capacity of the installed transformer to the tune of 320 kW during February, 2025. In this regard, PESCO claimed that the previously pending MDI was charged against the connection during impugned period, however, no supporting evidence was provided by PESCO. Moreover, there is no force in above argument of PESCO as the recoding & charging of accurate/correct meter readings is the chief responsibility of PESCO. Clause 6.1.4 of the CSM provides that the meter readers shall check discrepancies in the metering system at the time of reading meters/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the standard practice. The concerned officer/official will take corrective action to rectify discrepancies, however, no such discrepancy was pointed out by PESCO. Hence, taking cognizant of established wrong charging of MDI, it is justified to charge actual MDI retrieved by event wise M&T report against the disputed period to meet the ranks of justice.

6. Foregoing in view, PESCO is directed to charge actual recorded MDI as per the M&T data retrieval report from November, 2024 to September, 2025, overhaul the Complainant's account and update the master data/historical MDI, accordingly. Revised bill be issued to the Complainant within (30) days.

7. The Complaint is disposed of in above terms.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh) 12/10/26
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 12, 2026.