**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/ 4069 -2026
October 15, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT REFERRED BY FEDERAL INVESTIGATION AGENCY (FIA) BEARING ENQ NO. 24/2024 DATED MAY 02, 2024, W.R.T. COMPLAINT C/O DHO OFFICE, DERA ISMAIL KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST, PESCO REGARDING OVER BILLING (A/C# 19 26931 1115400). PESCO-07-07-2026**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 15, 2026, regarding the subject matter for necessary action.

**Encl: As above**

**(Muhammad Abid)**
Dy. Director (CAD)

Copy to:

1. Deputy Director,
   Federal Investigation Agency (FIA),
   Composite Circle,
   Siraj Valley, Sheikh Yousaf Adda, Bannu Road,
   Dera Ismail Khan.

   With respect to your letter No. FIA/CC/DIK/2026/597 dated 07/07/2026

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

3. Incharge Complaint Cell, PESCO,
   WAPDA House, Sakhi Chashma Shami Road,
   Peshawar.

4. District Health Officer/ DHO,
   Sheikh Yousaf Road, Near Niazi Chowk,
   Dera Ismail Khan.

**BEFORE THE**

**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**

**(NEPRA)**

**Complaint No. PESCO-07-07-2026**

**District Health Office (DHO)** ..... **Complainant**
Sheikh Yousaf Road near Niazi Chowk
Dera Ismail Khan.

**VERSUS**

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

**Date of Hearing:** September 04, 2026

**On behalf of Complainant:** Mr. Ghulam Abbas

**Respondent:** Mr. Maaz Ahmad XEN (Operation), PESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT REFERRED BY FIA REGARDING ENQ NO. 24/2024 DATED MAY 02, 2024 IN RESPECT OF DHO OFFICE, DERA ISMAIL KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (REF # 19-26931-1115400)**

**DECISION**

This decision shall dispose of the complaint referred by FIA in respect of District Health Office (DHO), Dera Ismail Khan (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "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 an enquiry from FIA in respect DHO, Dera Ismail Khan regarding alleged excessive billing by PESCO against a reference No. 19-26931-1115400. Accordingly, the matter was taken up with PESCO and hearing was also held at NEPRA Head Office, Islamabad which was attended by both the parties and the matter was discussed in detail. During the hearing, PESCO official submitted that the Complainant's connection was charged on average basis prior to the meter replacement during June, 2024 and denied any overbilling following the meter replacement. PESCO also was directed to furnish the requisite documents/details, including meter reading snapshots recorded prior to meter replacement of the impugned meter, M&T of the replaced meter in order to ascertain the facts, which was submitted by PESCO.

3. The case has been examined in light of record made so available by parties, arguments advanced during the hearing and the applicable law. Following has been observed:



Islamabad (CAD)

i. The connection installed against District Health Office (DHO), Dera Ismail Khan under reference No. i.e. 19-26931-1115400 was charged excessive bills by PESCO as alleged by FIA in its enquiry No. 24/2024, in comparison with the actual consumed units. PESCO has based its understanding on pretext that average bills were charged against the connection since June, 2022 due to meter display wash and no overbilling was done by PESCO.

ii. Scrutiny of record provided by PESCO reveals that the Complainant's meter having No. 19445 was replaced during June, 2024. The same meter was, later, sent to M&T, PESCO which reported the meter as defective with meter reading stopped at 29569. Moreover, the visible meter reading snaps of impugned meter reflect final reading as 28821 for the month of June, 2024 prior to meter replacement, however, final reading charged as per billing history till June, 2024 was 39255 units. This reflects difference of 10434 units charged in excess to the Complainant. However, since PESCO apprised that the meter was actually defective, therefore, the analysis of billing history of the connection is required.

iii. The consumption history of the Complainant's connection is as under:

| Month/Year | 2021 (units) | 2022 (units) | 2023 (units) | 2024 (units) |
|---|---|---|---|---|
| January | 462 | 876 | 0 SS | 289 |
| February | 494 | 788 | 0 SS | 311 |
| March | 275 | 494 | 912 | 356 |
| April | 250 | 894 | 0 SS | 0 SS |
| May | 626 | 808 | 1092 | 0 SS |
| June | 1528 | 2300 | 3000 | 0 SS |
| July | 2184 | 2000 | 2860 | 0 **RP** |
| August | 3598 | 876 | 1114 | 699 |
| September | 2400 | 899 | 1209 | 1021 |
| October | 1752 | 0 SS | 1080 | 400 |
| November | 1934 | 0 SS | 1090 | 224 |
| December | 354 | 876 | 691 | 115 |

The analysis of billing history reflects that the Complainant's connection was charged actual consumption as per meter reading snaps till May, 2022, however, according to PESCO, meter became defective during June, 2022 & random bills were later, charged until replacement of impugned meter in July, 2024 without assigning any defective code for which no justification was provided by PESCO. As above, PESCO was required to charge average bills and replace the defective meter within allowed period of two billing cycles which was not done by PESCO. Moreover, the Complainant was charged monthly average units to the tune of 838 during disputed period i.e. June, 2022 to June, 2024. However, for undisputed period of 11 months prior to June, 2022, average monthly consumption comes out as 1462 units per month. From above, it can be established that while the Complainant was charged random bills during the period i.e. June 2022 to June, 2024, the same does not necessarily corroborates the event of excessive billing due to the comparatively low consumption charged during the same period.

iv. Taking cognizant, it can be concluded that the Complainant's connection was charged improper bills during the period i.e. June, 2022 to June, 2024 due to the meter

defectiveness, however, this does not in itself corroborate the allegation of excessive billing, given the comparatively low consumption charged during the same period keeping in view of the previous consumption pattern, thus requiring no further action in the matter.

4. Foregoing in view, the subject matter 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 (CAD)

**(Naweed Illahi Shaikh)**
Convener, Complaints Resolution Committee /
Director General (CAD)

**Islamabad, October** 15**, 2026**