



National Electric Power Regulatory Authority  
Islamic Republic of Pakistan

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Registrar

No. TCD 01/807)-8011

October 3, 2012

Chief Executive Officer  
Peshawar Electric Supply Company (PESCO)  
WAPDA House  
Sakhi Chashma Shami Road  
Peshawar

Subject: **Complaint filed by Mr. Allah Wasaya S/O Muhammad Nawaz under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against PESCO regarding undue Illegal Billing (AC No. 02-26661-0194301) Complaint # PESCO-186/2011**

Please find enclosed herewith the order of Member (Consumer Affairs) NEPRA in the subject matter for necessary action and compliance within 30 days of the receipt of this Order.

Encl: As above

— sd —  
( Syed Safer Hussain )

Copy:-

1. C.E/Customer Services Director  
Peshawar Electric Supply Company (PESCO)  
WAPDA House  
Sakhi Chashma Shami Road  
Peshawar
2. Mr. Allah Wasaya S/O Muhammad Nawaz  
R/O Mohalla Phollah Jatt, Dera Ismail Khan  
Cell # 0334 – 567 1700

No. TCD 01/8012

October 3, 2012

Forwarded for information, please.

Senior Advisor (CAD) (w.r.t. Dy. No. 1017 dated 02.10.2012)  
Master File

CC:

1. Acting Chairman / Member (CA)

Registrar

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

Complaint No: PESCO-186-2011

Mr. Allah Wasaya S/o Muhammad Nawaz ..... Complainant

Versus

Peshawar Electric Supply Company ..... Respondent

Date of Hearing: July 12, 2012 and July 23, 2012

Date of Decision: September 28, 2012

On behalf of:

Complainant: Mr. Pias Hussain S/o Allah Wasaya

Respondent: 1) Mr. Saeed ur Rehman, SDO Cantt, Dera Ismail Khan  
2) Mr. Muhammad Saleem, Commercial Superintendent, Dera Ismail Khan

Subject: IN THE MATTER OF COMPLAINT FILED BY MR ALLAH WASAYA S/O MUHAMMAD NAWAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING UNDUE ILLEGAL BILLING (AC NO 02-26661-0194301)

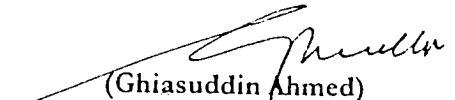
**ORDER**

- ML*
1. This Order shall dispose of the complaint received in NEPRA on 03-10-2011 from Mr. Allah Wasaya (hereinafter referred to as 'the Complainant') against Peshawar Electric Supply Company (hereinafter referred to as Respondent/PESCO) filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. The brief facts of the case are that Consumer Affairs Division received a complaint on 03-10-2011 from Mr. Allah Wasaya Resident of Dera Ismail Khan against PESCO. The complainant in his complaint stated that his electricity connection is permanently disconnected for last ten years but electricity bills are being continuously sent to him which also includes detection charges. The complainant further informed that the actual charges of WAPDA/PESCO against him are Rs. 17326/- which he is ready to pay. The complainant requested for waiver of detection bills.
3. Upon enquiry, PESCO vide its letter dated 11.11.2011 reported that electricity meter of the complaint was removed on 31-05-1999 vide Equipment Removal Order (ERO) No.0695/09/1481 dated 23.07.1995 due to non payment of arrears amounting to Rs.6262. The complainant was involved in illegal abstraction of electricity and the matter was reported to SHO Police Station, D.I Khan on 30.11.2010 and 24.04.2011. Due to the reason of theft of electricity, the detection/assessment bills have been charged to the complainant.
4. In a similar kind of cases, PESCO filed review petition against the decisions of Member (Consumer Affairs). Therefore, the instant case along with some other cases was kept pending and in the meanwhile the information to arrive at a prudent decision was obtained from PESCO. The Authority decided the review petition and accordingly the instant case was again processed and the report of PESCO was sent to the complainant for his comments/rejoinder. In response, the complainant vide his letter dated 27-06-2012 filed rejoinder and raised objections over the report of PESCO. He informed that he has never been involved in theft of electricity. His electricity connection was disconnected in 1999 and the first detection bill was charged to him in 09/2008. The complainant further informed that he has been using electricity from his neighboring house.
5. To probe further into the matter, hearing was scheduled at CAD on 12-07-2012. The complainant attended the hearing and PESCO officials requested for rescheduling of the hearing. The complainant in the hearing informed that he has never been involved in theft of electricity rather he has used electricity from his neighbour. The complainant further informed that the actual amount against him is Rs.6,262/- which he is ready to pay. As per the request of PESCO another hearing was scheduled for 23.07.2012 which was attended by PESCO officials. PESCO officials informed in the hearing that the ERO was issued 1995 and the same was implemented in 1999 and at the time of implementation of ERO an amount of Rs 6262 was outstanding against the complainant. PESCO officials further informed that total assessments raised against the complainant are 30 numbers which cover 33 months with 30660 detection units for Rs. 2,43,817/-. The first detection bill was raised in 2008 and at that time the outstanding arrears against the complainant were Rs. 17326. On a query, PESCO officials informed that the billing data prior to 1999 is not available with them. PESCO officials provided copies of letters dated 30-11-2010 and 24-04-2011 which they had written to police for lodging FIR. During the hearing, PESCO officials could not justify the charging of detection bills above the sanctioned load.
6. The complainant became defaulter of Rs.6,262/ in 1995 and PESCO/WAPDA issued ERO against the complainant. The ERO was implemented in 1999 and material was removed from site. PESCO raised detection bills against the complainant with the plea that he was involved in theft of electricity through direct hooking. The first detection bill was raised on 01-09-2008 and the matter was reported to police on 30-11-2010 first time. PESCO has charged detection bills to the complainant for 33 months but the load charged by PESCO is on the higher side. Therefore, the detection bills are required to be revised on the basis of sanctioned load of the complainant as PESCO was not able to justify the connected load. The calculation of the units to be charged is as under:

$$\begin{aligned}
 \text{Units to be charged} &= \text{Load} \times \text{Load Factor} \times 730 \times \text{months} \\
 &= 1 \times 0.2 \times 730 \times 33 \\
 &= 4818 \text{ units}
 \end{aligned}$$

7. Foregoing in view, PESCO is directed to revise the detection bill of the complainant from 30660 units to 4818 units and serve the bill upon the complainant for payment in addition to recovery of Rs.6,262/- outstanding against the complainant at the time of ERO.

  
(Ghiasuddin Ahmed)  
Member (Consumer Affairs)

Islamabad, September 28, 2012