



National Electric Power Regulatory Authority  
Islamic Republic of Pakistan

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REGISTRAR

No. NEPRA/R/TCD.01/8535-39

September 26, 2011

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

Subject: **COMPLAINT FILED BY MR. AZIZULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING UNJUSTIFIED ELECTRICITY BILL (AC NO 07-26663-0434200U)**

Complaint # PESCO-91-2011

Reference is made to PESCO's letters No. OIC/PCC/1746-48/NEPRA dated 25-06-2011 and No. 8511-141 dated 25-08-2011 regarding the subject matter (copy attached).

2. The complainant in his complaint dated nil received in this office on 01-06-2011 NEPRA stated that he has received a bill amounting to Rs. 1,56,413/- which is unjustified. PESCO removed the electricity meter six/seven years back on account of nonpayment of nominal amount.

3. The case was referred to PESCO vide letter dated June 03, 2011. PESCO in its report dated 25-06-2011 reported that the complainant's supply was disconnected as per ERO No.200704/07/0185 dated 04-06-2007. due to nonpayment of arrears amounting to Rs. 60,254/- and after words the complainant used electricity through direct connections as such the consumer was charged for monthly consumption of electricity and the outstanding amount is Rs. 1,56,413/-

4. To probe further into the matter, PESCO was asked vide this office letter dated July 26, 2011 to provide breakup of month wise billing and payments against the amount of Rs. 1,56,413/-, details of detections bills and the rule under which PESCO is charging bills after ERO. In response, PESCO vide its letter No. 8511-141 dated 25-08-2011 informed that an amount of Rs. 41,7861- was outstanding against the consumer vide ERO-038411/10/2006 and meter was removed on 22-01-2007 and after removal of meter, the consumer was using direct supply.

5. In this regard, it should have been known to PESCO that the rules I regulation on the subject are very clear which prescribes that once a consumer's connection is disconnected and ERO is issued and the material is removed DISCO cannot charge the bill against a consumer who becomes a non-consumer after removal of the material from his residence. Moreover, lodging of FIR against its consumer stealing electricity is mandatory as per clause 9.1 of Consumer Service Manual, therefore as FIR was required to be lodged against the complainant by PESCO if he was found stealing electricity, whereas no FIR has been lodged against the complainant and also no cogent grounds have been mentioned which could justify the omission on the part of PESCO in this regard. In addition, no proof has been given by PESCO that the complainant was involved in theft of electricity.

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6. It is an admitted position that the connection of the complainant stood disconnected on 22-01-2007. Therefore the complainant could be billed only to the extent of arrears, if any, accrued prior to the date of disconnection and afterwards, there seems to be absolutely no justification for a utility to issue bills for consumption of electricity to a person who is no more a consumer. Such an approach of DISCO would amount to dishonest billing to an individual who is not its consumer.

7. In view of above, PESCO is directed as under:

- (i) To withdraw the amount billed to the consumer after ERO and to issue the bill to the consumer for payment of Rs. 41,786/- which was outstanding against him at the time of issuance of ERO.
- (ii) To provide the consumer with a new connection as per new connection policy after receipt of Rs. 41,786/- in case the complainant files an application before PESCO seeking for a new connection.
- (iii) Initiate action against the SDO/RO for raising bills against a person who ceased to be the consumer of PESCO after 22-01-2007 i.e. the date of removal of equipment by PESCO staff from the premises of the complainant, under its service rules.

8. Report in the matter be submitted to this office within 30 days of receipt of this letter.

  
(Syed Safer Hussain)

Copy to:-

1. C.E/Customer Services Director  
Peshawar Electric Supply Company (PESCO)  
WAPDA House Sakhi Chashma  
Shami Road Peshawar
2. Superintending Engineer/Manager (Operation)  
Peshawar Electric Supply Company (PESCO)  
Banbu Circle, Bannu Khyber Pakhtunkhwa  
Phone No. 0928-9270093.
3. Deputy Manager (Operation)/Executive Engineer  
Peshawar Electric Supply Company (PESCO)  
Dera Ismail Khan Rural Division  
Dera Ismail Khan.
4. Mr. Aziz Ullah,  
202 Shaheed-e-Millat Block  
F-8 Markaz, District Court  
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