



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN  
Consumer Affairs Department, NEPRA TOWER  
Attaturk Avenue (East) Sector G-5/1, Islamabad.  
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

TCD 01/11/26-2026  
January 27, 2026

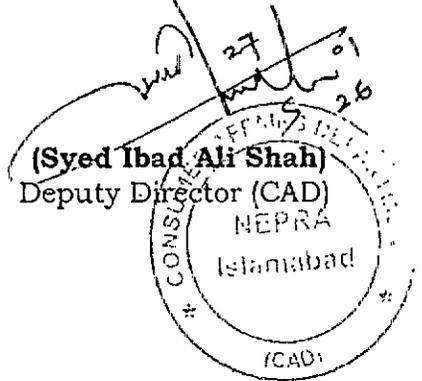
Chief Executive Officer  
Tribal Electric Supply Company (TESCO)  
WAPDA House, Sakhi Chashma Shami Road  
Peshawar.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MALIK ZARFAQIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST TESCO REGARDING UNJUSTIFIED ARREARS (A/C # 30 59114 0117518).**

TESCO-PSH-53115-04-25

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated January 27, 2026 regarding the subject matter for necessary action.

**Encl: As above**



Copy to:

- 1) C.E./Customer Service Director  
Tribal Electric Supply Company (TESCO)  
WAPDA House, Sakhi Chashma Shami Road  
Peshawar.
- 2) Director (Commercial)  
Tribal Electric Supply Company (TESCO)  
WAPDA House, Sakhi Chashma Shami Road  
Peshawar.
- 3) Mr. Malik Zarfaqir,  
Office No. 15, Hazrat Shah Plaza,  
Shoba Bazaar, Peshawar.  
0314-9175656



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

**Complaint No. TESCO-PSH-53115-04-25**

**Mr. Malik Zarfaqir,** ..... Complainant  
Office No. 15, Hazrat Shah Plaza,  
Shoba Bazaar, Peshawar.  
0314-9175656

**Versus**

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

**Date of Hearing:** April 30, 2025  
September 24, 2025

**On behalf of:**  
**Complainant:** Mr. Mufariq (Complainant's Advocate)

**Respondent:** Mr. Tajammul, Director, TESCO  
Mr. Sheraz Khan, XEN Operations, TESCO  
Mr. Bilal Baig, SDO Bara, TESCO

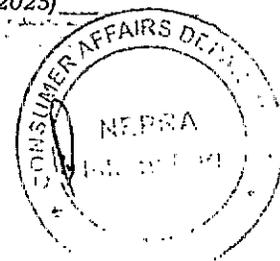
**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MALIK ZARFAQIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST TESCO REGARDING UNJUSTIFIED ARREARS (A/C # 30 59114 0117518).

**Decision**

This decision shall dispose of the complaint filed by Malik Zarfaqir (hereinafter referred to as 'the Complainant') against Tribal Electric Supply Company Limited (hereinafter referred to as the 'Respondent' or "TESCO"), 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 the Complainant is an industrial consumer of TESCO and operates an ice factory under B2b tariff category with sanction load 184KW installed under reference No. 30-59114-0117518. In September 2024, the complainant requested TESCO to temporarily disconnect their electricity supply and the same was disconnected temporarily by TESCO in accordance with clause 8.3.1 of Consumer Services Manual (CSM) which provides That "For Temporary Disconnection, the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection. Moreover, there shall be no arrears/deferred amount whenever to avail the temporary disconnection facility." However, when the complainant sought reconnection in March 2025, TESCO directed the Complainant to clear outstanding dues, including seasonal/minimum fixed charges, before reconnection. TESCO issued a bill amounting to Rs. 819,948/- for April 2025, which included energy charges and seasonal charges. The Complainant refused to pay the same and requested NEPRA to direct TESCO to issue a revised bill, excluding seasonal and minimum fixed charges.

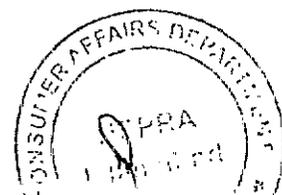
3. The matter was taken up with TESCO for submission of report. In response, TESCO submitted that the Complainant's electricity supply was temporarily disconnected on September 20, 2024, upon their request and clearance of dues up to August 2024. However, a bill for the period from September 1, 2024, to September 20, 2024, was not issued due to



system/billing constraints and was instead issued in October 2024, which remained unpaid and resultingly, TESCO did not approve temporary disconnection in their official records, although the connection was physically disconnected on September 20, 2024. Later on, the Complainant approached TESCO for reconnection in April 2025, and TESCO issued a bill amounting to Rs. 819,948/- including energy charges for the period from September 1, 2024, to September 20, 2024, and minimum fixed charges for the period from October 2024 to April 2025. The complainant refused to pay the bill being unjustified. However, TESCO emphasized that the said bill was issued in accordance with the clause 8.3.1 of Consumer Service Manual (CSM) whereby temporary disconnection is allowed after clearance of all kind of dues. Therefore, temporary disconnection was not applied against the said connection as bill for the period from September 01, 2024 to September 20, 2024 was outstanding against the Complainant and hence fixed (minimum) charges were imposed during the period of disconnection i.e. October, 2024 to April, 2025. But the complainant disagrees, saying they followed the rules and cleared dues up to Aug 2024.

4. In order to proceed further into the matter, a hearing was held at NEPRA Head Office, Islamabad which was attended by both the parties i.e. TESCO & the Complainant wherein the issue was discussed in detail. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is an industrial consumer of TESCO and operates an ice factory under B2b tariff category with sanction load 184KW installed under reference No. 30-59114-0117518. In September 2024, the complainant requested TESCO to temporarily disconnect their electricity supply and the same was disconnected temporarily by TESCO in accordance with clause 8.3.1 of Consumer Services Manual (CSM) which provides That *"For Temporary Disconnection, the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection. Moreover, there shall be no arrears/deferred amount whenever to avail the temporary disconnection facility."*
- (ii) Upon the complainant's request and clearance of all dues up to August 2024, the Complainant's electricity supply was temporarily disconnected on September 20, 2024. However, a bill for the period from September 1, 2024, to September 20, 2024, was not issued due to system/billing constraints and was instead issued in October 2024, which remained unpaid and resultingly, TESCO did not approve temporary disconnection in their official records, although the connection was physically disconnected on September 20, 2024.
- (iii) Later on, Upon the request made by the complainant for reconnection in April 2025, TESCO issued a bill amounting to Rs. 819,948/- including energy charges for the period from September 1, 2024, to September 20, 2024, and fixed charges for the period from October 2024 to April 2025. However, the complainant disagreed and refused to pay the bill.
- (iv) The Complainant was charged an amount of Rs. 510,000/- under the head of fixed charges as mentioned in electricity bill of April, 2025 while the same is inconsistent with the clause 8.3.2 of CSM which provides that *"In case of Temporary Disconnection, the exemption in payment of minimum/fixed charges will be admissible for the actual period of disconnection."*
- (v) The complainant cleared all the dues up to Aug 2024. It is mismanagement and incompetencies on part of TESCO that the bill for the period from September 01, 2024 to September 20, 2024 was not issued in-time. TESCO's failure to issue the September 1-20, 2024, bill on time led to the dispute. Hence, penalizing the Complainant on the basis of minimum/fixed charges is not admissible. Hence in view of the said, the bill is required to be revised excluding the minimum/fixed charges as per Clause-8.3.2 of Consumer

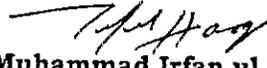


Service Manual (CSM). However, the Complainant is responsible to pay all the bills including fixed charges upto September 20, 2024

5. Foregoing in view, TESCO is directed to revise the bill in accordance with Clause-8.3.2 of Consumer Service Manual (CSM) and recover all the bills including fixed charges upto September 20, 2024 and withdraw the remaining fixed charges w.e.f from September 21, 2024 to April 2025 when the complainant again applied for reconnection. The revised bill be issued within thirty (30) days positively. 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/  
Legal Advisor (CAD)

  
(Naweed Ilahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, January 27, 2026.

