



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
CLOSURE FINDINGS

Complaint No : WMS-DIK/0000308/18
Date of Registration : 27.02.2018
Name & Address of the Complainant : Mr. DR. MUHAMMAD TAYYAB S/O
MUHAMMAD ISHAQ, MOHALLAH NOBEL
TOWN D.I.KHAN
Name of the Agency complained against : PESHAWAR ELECTRIC SUPPLY COMPANY
(PESCO)
Name & Designation of the Investigating Officer, Station : Arif Khan Kundi, Consultant, R.O. D I Khan
Brief Subject : WRONG BILLING REF NO. 01 26661 0111602 U
Date when IO asked for report from Agency : 01.03.2018
Date of Receipt of Agency's report in WMS : 08.03.2018
Number & Dates of Hearing : i) Number: 03
ii) Dates: 08.03.18, 15.03.18 & 22.03.2018
Name and Designation of the Agency's Representative who attended the hearing : Mr Shoukatullah Khan, T.A to XEN,
Whether the complainant attended the hearing? : YES
Date of Draft Findings : 26.03.2018

The complainant is a domestic consumer having A-1 tariff, with sanctioned load of 1KW, filed a complaint of mal-administration against PESCO, Cantt. Sub Division, D.I.Khan for inefficiency and misuse of authority while adding unjust assessments to his electricity bill of Rs.15,806/- for the month of January, 2018. He requested the Agency for correction and remission of the impugned electricity bill but in vain, hence this complaint.

2. The Agency reported vide letter No.440 dated 05.03.2018 reported that the consumer had been charged in 12/2017 for 1752 units on account of "Direct use".

3. On the date of hearing, the Agency representative Mr. Shoukatullah Khan Technical Assistant to XEN and the complainant in person were present and heard, during the course of hearing, the Agency's representative sought time for negotiation with the complainant in private, as none of codal formalities or prescribed procedure was followed by the Agency while assessing the consumer. After some discussion they entered an agreement to the effect that the 80% of all the assessments would be revised by the Agency and consumer shall pay remaining 20%. The Agency shall provide a compliance report within 20 days. In this regards the representative of the Agency and the complainant signed a mutual agreement that is placed on file.

4. In view of the above, the Investigation is hereby closed in terms of Regulation 23(1) (h) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, i.e. the complainant and the representative of the Agency mutually agreed on the redressal of the grievances through consent findings.

APPROVED ON

04 APR 2018

Wafaqi Mohtasib (Ombudsman)

Sd/-

(SYED TAHIR SHAHBAZ)

WAFAQI MOHTASIB (OMBUDSMAN)