

PRESIDENT'S SECRETARIAT (PUBLIC)  
AIWAN-E-SADR

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Rep. No. 450/WM/2024

Dated: 16.06.2025

PESCO Vs Muhammad Luqman

Subject: REPRESENTATION FILED BY PESCO AGAINST THE ORDER OF THE WAFaqi MOHTASIB DATED 24.07.2024 IN COMPLAINT NO. WMS-ONL/0020998/2024

Please refer to your representation filed before the Honourable President of Pakistan.

2. This representation has been filed by Peshawar Electric Supply Company (PESCO/Agency) on 19.09.2024 against the Order of the learned Wafaqi Mohtasib (WM) dated 24.07.2024, whereby it has been held that:-

*“In view of forgoing, it is recommended that:-*

- i. Corrective measures be taken by the Agency for rectification of the mal-administration highlighted above and the matter be reconsidered in line with the prescribed procedure, rules and regulations outlined in the preceding paragraph.*
- ii. Take disciplinary action against the delinquent officer/official, who did not attend the hearings and submit the required report about factual position of billing units*

*Compliance be reported within 30 days of the receipt of a copy of these Findings or reasons for not doing so be intimated in terms of Article 11 (2) of P.O.I of 1983.”*

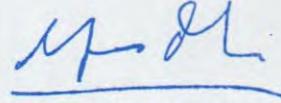
3. Mr. Muhammad Luqman (the complainant) having a domestic connection (A-1), with sanctioned load 2 KW filed complaint of maladministration against the PESCO / Agency. He alleged that he was charged excessive billing for the month of June 2024, amounting to Rs.88,321/- by the Agency unjustly. Although, he requested for rectification of his bill but in vain. Thus, he escalated his complaint with the learned Wafaqi Mohtasib for redressal of his grievance at the earliest.

4. The Agency neither submitted any report before the learned Wafaqi Mohtasib nor attended hearing.

5. Taking into account the above situation, the learned Wafaqi Mohtasib proceeded to pass the above referred order which is assailed by the Agency.

6. The case was fixed for hearing on 06.05.2025. Mr. Inam Akbar, Director (Commercial) and Mr. Fida Muhammad, XEN appeared on behalf of the petitioner/ PESCO. The respondent, Mr. Muhammad Luqman appeared in person. The learned representative of the Agency stated that a report from the Meter Testing Laboratory is likely to be finalized. As and when the report will be received, the matter would be dealt accordingly. In view of this statement that the grievance of the respondent is likely to be redressed. This representation is disposed of accordingly.

7. Accordingly, the Honourable President has accorded approval to para-6 above.



**(Justice (R) Irfan Qadir)**  
Consultant (Legal Affairs)

The Chief Executive Officer  
PESCO/WAPDA, 166-Wapda House  
Shami Road,  
**Peshawar.**

Mr. Muhammad Luqman  
R/o Afzal Abad  
P/o Parshai District  
**Kohat (0344-9238493).**

**Copy to:**

- The Secretary, Wafaqi Mohtasib (Ombudsman)'s Secretariat, Constitution Avenue, Islamabad.
- Press Wing for necessary action/ uploading it on the official website.