



National Electric Power Regulatory Authority

NEPRA Tower

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD 02/ 2638 -2025
July 3, 2025

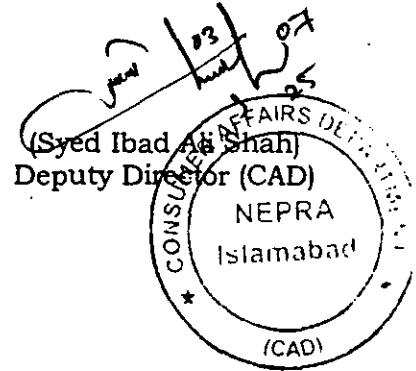
Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S AL-GHURAIR PAKISTAN (PRIVATE) LIMITED THROUGH COMPANY SECRETARY UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING PROVISION OF 3000 KVA TRANSFORMER**
Complaint # IESCO-NHQ-53311-04-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated July 03, 2025 regarding the subject matter for further necessary action under intimation to this office.

Copy to:

1. C.E./Customer Services Director,
IESCO, Street No 40, G-7/4, Islamabad.
2. Chief Engineer (Planning),
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
3. Company Secretary,
M/s Al-Ghurair Giga Pakistan (Private), Limited,
DHA Phase-II, Islamabad. 051-111 244 244





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-53311-04-25

M/s Al-Ghurair Giga Pakistan Pvt. Ltd.,
DHA Phase-II, Islamabad.
051-111244244

..... **Complainant**

VERSUS

Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.

..... **Respondent**

Date(s) of Hearing: June 24, 2025

Complainant: M/s Al-Ghurair Giga Pakistan Pvt. Ltd.

Respondent: Syed Ghazanfar, Additional Director, IESCO
Mr. Mazhar Muhammad Iqbal, Assistant Director, IESCO

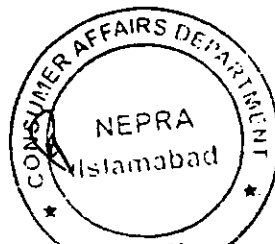
SUBJECT: COMPLAINT FILED BY M/S AL-GHURAIR GIGA PAKISTAN (PRIVATE) LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING INSTALLATION OF 3000 KVA TRANSFORMER

DECISION

This decision shall dispose of the complaint filed by M/s Al-Ghurair Giga Pakistan (Private) Limited (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "IESCO") 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 in response to the complaint, two hearings took place on May 08, 2025 and June 24, 2025 wherein both the parties participated and the issue was discussed in detail. The Complainant submitted that he wants to install 3000 kVA transformers instead of 630 kVA transformers. In response, IESCO informed that initially 630 kVA transformers were planned to be installed, however the sponsor submitted revised drawing and proposed installation of 3000 kVA transformers. IESCO further

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submitted that it does not have 3000 kVA transformers in its stock as the same are not utilized usually in the distribution system. Moreover, maintenance of 3000 kVA transformers cannot be carried out due to unavailability of spare parts with IESCO. The representative of IESCO further added that the transformation losses of 3000 kVA transformers are higher (0.2%) as compared to 630 kVA transformer, therefore, installation of 3000 kVA transformers would result in higher losses for IESCO. Moreover, IESCO submitted that till redressal of the observations of IESCO, individual billing cannot be carried out. The representative of the Complainant submitted that they have kept one 3000 kVA transformer as standby. Further, they are ready to carryout the maintenance at their own. As such, there will be no issue for IESCO. They have also arranged standby generators to meet electricity failure from IESCO's system. Further, they will bear cost of transformation losses of 3000 kVA transformers (if any) beyond admissible limit as compared to earlier proposed 630 kVA transformers.

3. After detailed deliberations, following was agreed:-

- (i) A 3000 kVA transformer as backup shall be made available by the sponsor to meet emergency situation.
- (ii) The maintenance of the transformers shall be carried out by the sponsor itself.
- (iii) In order to calculate the actual/exact losses of 3000 kVA transformers, monitoring/check meter shall be installed on HT & LT sides of the transformers. The difference of transformation losses (if any) between 3000 kVA transformers and 630 kVA transformers beyond the permissible limit shall be borne by the sponsor.
- (iv) Alternate supply through generators shall be made available by the Sponsor to meet any emergency.
- (v) Individual billing shall be carried out by IESCO upon fulfillment of all the codal formalities.

4. A Memorandum of Understanding (MoU) on the above terms and conditions shall be executed between the parties to materialize the above agreement under intimation to this office. The copy of same shall be submitted to this office before finalization. The case is being disposed of in above terms.




(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (CAD)



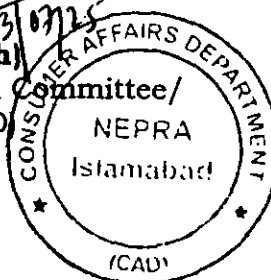
(Muhammad Irfan Ul Haq)

Member Complaints Resolution Committee,
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, July 03 , 2025