



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/ 261/8 -2025
July 03, 2025

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

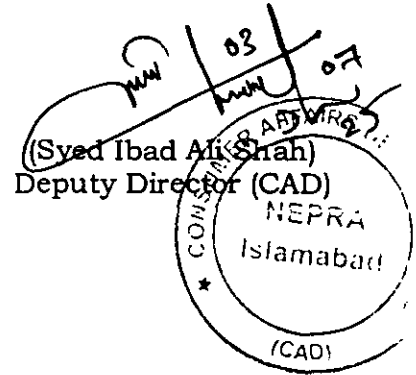
Subject: **DECISION IN THE MATTER OF MR. MUHAMMAD ILYAS S/O SULTAN AHMED
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO
REGARDING ARREARS IN THE BILL (AC # 11 14514 2402700)**

Complaint # IESCO-NHQ-46131-10-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated July 03, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad.
2. Mr. Muhammad Ilyas S/o Sultan Ahmed,
Village Suka, Tehsil Lawa, Distt. Chakwal
0300-1042693





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-46131-10-24

Muhammad Ilyas S/o Sultan Ahmed **Complainant**
R/o. Village Suka, Tehsil Lawa,
Distt. Chakwal.

VERSUS

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

Date(s) of Hearing: February 28, 2025.

On behalf of
Complainant: Mr. Muhammad Ilyas S/o Sultan Ahmed.

Respondent: Mr. Asif Ali Shah, XEN(Opt.), IESCO.

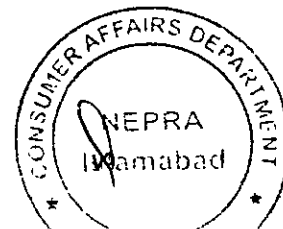
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ILYAS S/O SULTAN AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION, AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING ARREARS OF RS. (AC#11 14514 2402700)**

DECISION

Through this decision, the complaint filed by Mr. Muhammad Ilyas (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (hereinafter referred to as "IESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (the "NEPRA Act") is being disposed of.

2. The complainant in his complaint submitted that he is a resident of District Chakwal, and is using an agricultural electricity connection bearing Ref No.11 14514 2402700 since the year 1986 with the name of his late father, Ghulam Rasool. In February 2022, his electricity meter was declared defective by IESCO and he repeatedly approached IESCO for the replacement of the same through several written applications. However, no action was taken by IESCO so far and he continued to receive estimated/inflated bills, despite the meter being non-functional. His arrears accumulated to the tune of Rs.207,977/- till December 30, 2023, due to negligence on the part of IESCO. As per the Complainant, the meter was subsequently replaced with a new meter by IESCO in January 2024. Additionally, an unjustified bill of Rs.68,000/- have been added by IESCO. The Complainant requested for rectification of inflated bills from February 2021 to January 2024.

Page 1 of 3

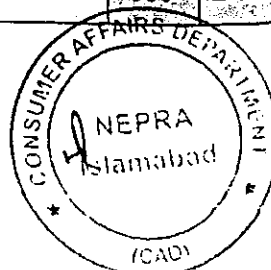


4. In this regard, the matter was taken up with IESCO, and a hearing was held on February 28, 2025 which was attended by both parties, during which the matter was discussed in detail. The Complainant informed that he was granted an agriculture connection under the D-2(49) tariff by IESCO in the year 1986 and the supply was provided through a 25 kVA transformer and a 3-phase meter. Later on, the transformer became defective in August 2021, since then till December 2023, solar power was being used at the site, and there was no electricity supply from IESCO. However, IESCO continued to issue average electricity bills to the Complainant till December 2023. The Complainant paid these bills regularly and repeatedly requested IESCO to correct the bills and restore the electric supply, but no action was taken. Subsequently, IESCO issued a supplementary bill of Rs.50,000/- to the Complainant for the period from June 2023 to August 2023 (3 months) in June 2024.

5. The representative of IESCO informed that the old meter (No. 505494) was replaced in December 2023 and sent to the M&T laboratory for data retrieval. In its report dated March 26, 2024, M&T recommended that billing be charged to the Complainant for the period from March 2021 to August 2023, even though nil/minimum consumption bills were issued during this period. The reason cited was that the meter had stopped and its LED display was washed out. However, M&T was unable to retrieve actual meter reading data from the old meter. Furthermore, he submitted that the electricity supply to the disputed connection was disconnected in October 2024 due to non-payment of dues amounting to Rs.67,940/-.

6. To verify the contention of both parties, the consumption data of the Complainant is reproduced below:

First Meter						Second Meter					
Month	Units	Status	Month	Units	Status	Month	Units	Status	Month	Units	Status
Jun-20	612	Active	Aug-21	0	Same to Same	Nov-22	0	Same to Same	Jan-24	47	Active
Jul-20	612	Active	Sep-21	0	Same to Same	Dec-22	0	Same to Same	Feb-24	115	RCO
Aug-20	0	Same to Same	Oct-21	0	Same to Same	Jan-23	533	Defective	Mar-24	0	RCO
Sep-20	1133	Active	Nov-21	0	Same to Same	Feb-23	537	Defective	Apr-24	451	RCO
Oct-20	459	Active	Dec-21	0	Same to Same	Mar-23	0	Same to Same	May-24	229	Active
Nov-20	390	Active	Jan-22	0	Same to Same	Apr-23	0	Same to Same	Jun-24	78	Active
Dec-20	405	Active	Feb-22	525	Defective	May-23	0	Same to Same	Jul-24	116	Active
Jan-21	562	Active	Mar-22	540	Defective	Jun-23	0	Same to Same	Aug-24	27	Active
Feb-21	501	Active	Apr-22	0	Replaced	Jul-23	0	Same to Same	Sep-24	0	Same to Same
Mar-21	454	Active	May-22	0	Same to Same	Aug-23	0	Same to Same	Oct-24	0	RCO
Apr-21	517	Active	Jun-22	0	Same to Same	Sep-23	535	Defective	Nov-24	0	DCO
May-21	618	Active	Jul-22	0	Same to Same	Oct-23	535	Defective	Dec-24	0	DCO



Jun-21	608	Active	Aug-22	0	Same to Same	Nov-23	535	Defective	Jan-25	0	DCO
Jul-21	430	Active	Sep-22	0	Same to Same	Dec-23	4	Replaced	Feb-25	0	DCO
			Oct-22	0	Same to Same						
Average	521	-	Average			129	-	Average	118	-	

As evident from the above table, the first meter of the Complainant was declared defective in September 2023 and the same was replaced with a new meter by IESCO in December 2023. IESCO charged the bills for the period from September 2023 to November 2023 on the DEF-EST code, which are consistent with Clause 4.3.1(b) of the CSM-2021, and the Complainant is responsible to pay the same. However, the supplementary bill of 1314 units for the period from June 2023 to August 2023 charged to the Complainant due to a defective meter is inconsistent with Clause 4.3.1(b) of the CSM-2021. Said clause of the CSM-2021 restricts the DISCOs to debit the supplementary bill maximum for two billing cycles in case of a defective meter.

7. In view of the above discussion, it is concluded that the supplementary bill of 1314 units for the period from June 2023 to August 2023 issued by IESCO to the Complainant is unlawful and the same is cancelled. IESCO is directed to charge the revised supplementary bill for two months in case of a defective meter as per Clause 4.3.1(b) of the CSM-2021. IESCO is further directed to charge the revised bills w.e.f. September 2023 and onward till the replacement of the impugned meter as per the above-referred clause of the CSM-2021. In furtherance, the electricity supply of the Complainant's connection be restored subject to the payment of the revised supplementary bill and arrears pertaining to the normal monthly bills from August 2021 to date.

8. A compliance report in this regard be submitted within thirty (30) days.

(Lashkar Khan Qambrani)
Member Consumer Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)
Member Consumer Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Haidi Shaikh)
Convener, Consumer Complaints Committee/
Director General (CAD)

Islamabad, July 03, 2025

