



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 02/2672 -2025
July 4, 2025

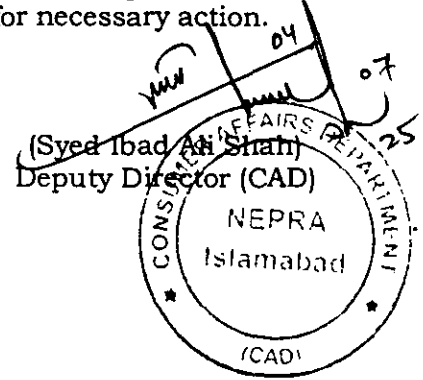
Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad.

Subject **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KHALID HUSSAIN ABBASI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING CORRECTION OF BILL & INSTALLATION OF METER**
(AC # 15 14133 3914900)
Complaint # IESCO-NHQ-42906-08-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated July 04, 2025 regarding the subject matter for necessary action.

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
2. Mr. Muhammad Khalid Hussain Abbasi,
House No.178, Street No.4, Shahzad Town,
Islamabad # 0300-5205048





**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
Complaint No. IESCO-NHQ-42906-08-24**

Mr. Muhammad Khalid Hussain Abbasi,
House No.178, Street No.4, Shahzad Town,
Islamabad # 0300-5205048

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): 1) October 24, 2024
2) January 16, 2025
3) January 30, 2025
4) March 18, 2025
5) May 7, 2025

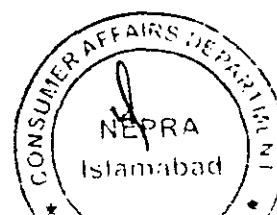
Respondent: 1) Mr. Rizwan, SDO (Opt.) IESCO
2) Mr. Kamran Khan, XEN (Opt.) IESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KHALID HUSSAIN ABBASI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING CORRECTION OF BILL & INSTALLATION OF METER (AC # 15 14133 3914900)**

DECISION

Through this decision, the complaint filed by Mr. Muhammad Khalid Hussain (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") is being disposed of.

2. Brief facts of the case are that the Complainant is a domestic consumer of IESCO bearing Ref No.15-14133-3914900 with a sanctioned load of 1 kW and the applicable tariff category is A-1(R). The Complainant filed a complaint before NEPRA wherein he agitated the arrears total amounting to Rs.186,099/-, pertaining to the



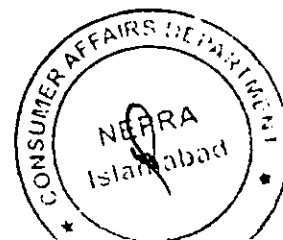
bills from July 2023 to May 2024 with the plea that IESCO charged excessive bills during these months despite he was not using the electricity supply for a long time. He submitted that IESCO was approached several times for the correction of the disputed bills, but his grievance was not addressed to date. Finally, he requested NEPRA to intervene in the matter and direct IESCO to withdraw the above-said inflated bill.

3. The matter was taken up with IESCO for submission of para-wise comments/report. In response, IESCO submitted that the Complainant was charged electricity bills as per the actual meter readings of the impugned meter. IESCO provided the record of actual monthly meter readings in support of the case, including M&T's report dated July 25, 2024, whereby the Complainant's meter calibration was checked and the impugned meter was found within the permissible limits of accuracy.

4. Subsequently, on the request of the Complainant, IESCO was directed to install a check meter in series with the impugned meter of the Complainant and submit a comprehensive report. In response, IESCO vide letter dated October 01, 2024 reported that the impugned meter of the Complainant was discarded during the process of testing and the same cannot be rechecked. IESCO further added that a slab benefit was also granted; however, this benefit was subsequently withdrawn as the Complainant's meter readings were taken correctly. Accordingly, the Complainant was informed vide letter No.TCD.02/618-2025 dated February 11, 2025 that there was no excessive billing charged by IESCO and further proceedings in the case are being closed.

5. Being aggrieved, the Complainant once again approached NEPRA on March 03, 2025 for the same billing dispute and requested NEPRA to revisit the matter by stating that there was very less use of electricity at site in the past and the excessive bills charged by IESCO are baseless.

6. In order to consider the request of the Complainant, the hearings were conducted on March 18, 2025 and May 7, 2025 at NEPRA Head Office, Islamabad, wherein both parties were present. The Complainant reiterated his earlier version and further added that the premises had remained almost vacant for a long time and less electricity supply was being used for cleaning purposes. In support of his contention, the gas bills record was submitted by the Complainant. On the contrary, the representatives of IESCO apprised that no excessive and detection billing was done to the Complainant from July 2023 and onwards and the bills charged as per the actual



monthly meter readings are justified and payable by the Complainant. Keeping in view, a slab relief of equal monthly readings has also been offered to the Complainant vide IESCO's letter dated January 10, 2025 on humanitarian grounds and the same can only be considered with the condition that the Complainant will agree to pay the remaining undisputed amount of bills accordingly.


7. In order to reach a just conclusion, the billing statement of the Complainant provided by IESCO is tabulated below:


| Month | Units | Month | Units | Month | Units | Month | Units | Month | Units | Month | Units | Month | Unit |
|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|------|
| Jan-18 | 102 | Jan-19 | 49 | Jan-20 | 51 | Jan-21 | 18 | Jan-22 | 17 | Jan-23 | 29 | Jan-24 | 36 |
| Feb-18 | 84 | Feb-19 | 48 | Feb-20 | 43 | Feb-21 | 13 | Feb-22 | 32 | Feb-23 | 23 | Feb-24 | 115 |
| Mar-18 | 3 | Mar-19 | 35 | Mar-20 | 29 | Mar-21 | 8 | Mar-22 | 25 | Mar-23 | 24 | Mar-24 | 57 |
| Apr-18 | 19 | Apr-19 | 4 | Apr-20 | 27 | Apr-21 | 18 | Apr-22 | 27 | Apr-23 | 27 | Apr-24 | 11 |
| May-18 | 0 | May-19 | 118 | May-20 | 77 | May-21 | 85 | May-22 | 32 | May-23 | 22 | May-24 | 25 |
| Jun-18 | 190 | Jun-19 | 188 | Jun-20 | 171 | Jun-21 | 171 | Jun-22 | 35 | Jun-23 | 30 | Jun-24 | 0 |
| Jul-18 | 141 | Jul-19 | 229 | Jul-20 | 209 | Jul-21 | -119 | Jul-22 | 82 | Jul-23 | 69 | Jul-24 | 0 |
| Aug-18 | 0 | Aug-19 | 98 | Aug-20 | 67 | Aug-21 | 8 | Aug-22 | 28 | Aug-23 | 71 | Aug-24 | |
| Sep-18 | 13 | Sep-19 | 14 | Sep-20 | 83 | Sep-21 | 18 | Sep-22 | 0 | Sep-23 | 37 | Sep-24 | |
| Oct-18 | 15 | Oct-19 | 14 | Oct-20 | 76 | Oct-21 | 11 | Oct-22 | 33 | Oct-23 | 533 | Oct-24 | |
| Nov-18 | 15 | Nov-19 | 9 | Nov-20 | 79 | Nov-21 | 13 | Nov-22 | 12 | Nov-23 | 197 | Nov-24 | |
| Dec-18 | 65 | Dec-19 | 61 | Dec-20 | 101 | Dec-21 | 37 | Dec-22 | 20 | Dec-23 | 13 | Dec-24 | |
| Total | 647 | Total | 867 | Total | 1013 | Total | 281 | Total | 343 | Total | 1075 | Total | 213 |


The above history depicts that the dispute regarding excessive bills arises from October 2023 therefore, the available meter reading record of the impugned meter have thoroughly been rechecked and found that the consumption charged during the period from October 2023 to May 2024 is on much higher side as compared to the consumption recorded from January 2018 to September 2023. Though IESCO provided snapshots in support of their contention, however failed to retrieve the data of the impugned meter due to its misplacement. On the other hand, the gas bills provided by the Complainant show that nil gas consumption was recorded by the gas meter during the disputed period from July 2023 to May 2024, which substantiates the version of the Complainant that the premises remained vacant. Therefore, we are of the considered view that the impugned meter remained defective during the said period and recorded irregular consumption during the disputed months.

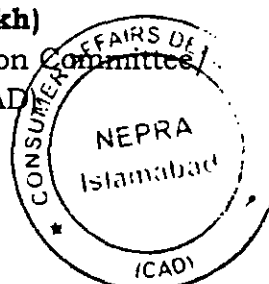


8. In view of foregoing discussion, it is concluded that the bills for the period from October 2023 and onwards till the disconnection of the electricity of the premises be revised on the basis of 100% consumption of corresponding month of previous year or average consumption of last eleven months, whichever is higher as per Clause 4.3.1(b) of the CSM-2021. IESCO is further directed to overhaul the billing account of the Complainant, accordingly.


(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 04, 2025