



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/ **2678** -2025
July 7, 2025

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

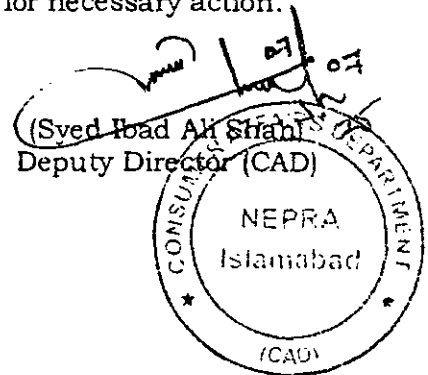
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S PAK GULF
CONSTRUCTION PRIVATE LIMITED THROUGH MUSSADAQ RAUF
ASSISTANT VICE PRESIDENT CORPORATE UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING PROVISION
OF 2000 KVA TRANSFORMERS**

Complaint # IESCO-NHQ-54724-05-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated July 07, 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. Chief Engineer (Planning),
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
3. Mr. Mussadaq Rauf, Assistant Vice President Corporate,
M/s Pak Gulf Construction Private Limited,
The Centaurus, Tower-B, Level-21, F-8/,
One Jinnah Avenue, Islamabad
051-2653861-4





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-54724-05-25

Mr. Mussadaq Rauf, Assistant Vice President Corporate
M/s Pak Gulf Construction Private Limited,
The Centaurus, Tower-B, Level-21, F-8/1,
Jinnah Avenue, Islamabad. 051-2653861-4

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: June 30, 2025

Complainant: Mr. Mussadaq Rauf, Assistant Vice President Corporate,
M/s Pak Gulf Construction Private Limited.

Respondent: Engr. Tauseef Zakir, DD(P&E), IESCO
Mr. Mazhar Muhammad Iqbal, AD(P&E), IESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S PAK GULF CONSTRUCTION PRIVATE LIMITED THROUGH MUSSADAQ RAUF ASSISTANT VICE PRESIDENT CORPORATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING PROVISION OF 2000 KVA TRANSFORMERS

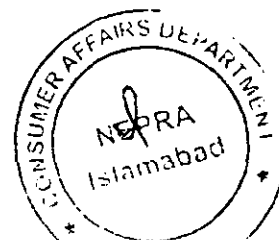
DECISION

This decision shall dispose of the complaint filed by Mr. Mussadaq Rauf, Assistant Vice President Corporate, M/s Pak Gulf Construction Private Limited, The Centaurus, Tower-B, Level-21, F-8/1, Jinnah Avenue, Islamabad (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 the Complainant submitted that they applied to IESCO for new electricity connection for the load of 6.297 MW through 02 dedicated 11 kV Feeders by installing 06 No. 2000 kVA transformers. At present 04 Nos. 2000 kVA for Tower A & B, 3 Nos. 3150 kVA for Tower C and 2 Nos. 2000 kVA & 1 No. 2500 kVA transformers are already approved. The current project Centaurus Tower D and Mall extension will be facilitated through i) 02 Nos. 11 kV Feeders are proposed from 132 kV G-9 Grid Station Islamabad with 03 Nos. 2000 kVA transformers (01 No. 2000 kVA transformer as a standby arrangements) for each feeder. ii) 01 No. 11 kV feeder is also proposed on the instruction of IESCO from 132 kV E-8 Grid Station Islamabad as a stand by source in order to meet with any power break down. iii) All pre-requisite lab test required for 2000 kVA transformers will be performed/obtained as per IESCO policy

Page 1 of 3

CRC Decision: M/s Pak Gulf Construction Private Limited vs IESCO (IESCO-NHQ-54724-05-25)



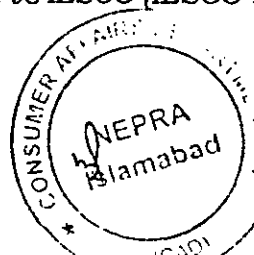
accordingly. The Complainant requested that IESCO may be directed for installation of 2000 kVA transformer to complete the project.

3. The case was taken up with IESCO whereby IESCO submitted that M/s Pak Gulf Construction (Pvt) Ltd applied for external electrification of Tower-D Centaurus Mall having ultimate load 6.297 MW. In the design, the consultant proposed 6x2000 KVA distribution Transformers for provision of electricity connection on individual metering. In response the consultant was intimated to alter the design by proposing 14x 630 KVA maximum capacity instead of 2000 KVA. The consultant was asked to change the capacity of distribution transformers upto maximum of 630 KVA being approved prototype by NTDC. The higher capacity transformers are available in the Market but at present NTDC has approved the prototype upto 630 KVA whereas the higher capacity transformers to be used on one point supply after metering at 11 KV side for above 500 KW load. IESCO has already approached the design department NTDC for approval of design of higher capacity Transformer i.e. above 630 KVA Transformer for individual metering and NTDC is further in the process of consultation with all the DISCOs. IESCO further apprised that the higher capacity transformer may not be approved for individual metering because in case of damage of Transformer having capacity higher than the 630 KVA Transformer, the large No. of residents/consumers shall suffer as the replacement / repair of such higher capacity transformer will take time as these are not available with IESCO.

4. In order to proceed further, a hearing was also held on June 30, 2025 at NEPRA Head Office, Islamabad wherein both the parties participated and the issue was discussed in detail. The Complainant submitted that they want to install 2000 kVA transformer instead of 630 kVA transformers due to space constraints. In response, IESCO submitted that it does not have 2000 kVA transformers in its stock as the same are not utilized usually in the distribution system. Moreover, maintenance of 2000 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 2000 kVA transformers are higher as compared to 630 kVA transformer, therefore, installation of 2000 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 2000 kVA transformer as standby on each feeder and they are ready to carryout the maintenance at their own. As such, there will be no issue for IESCO. Further, they have also arranged standby generators for the complete load to meet electricity failure from IESCO. Further, they will bear cost of transformation losses of 2000 kVA transformers (if any) beyond admissible limit as compared to 630 kVA transformers.

5. After detailed deliberations, following was agreed:-

- (i) 2000 kVA transformers 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 2000 kVA transformers, monitoring/check meter shall be installed on HT & LT sides of the transformers. The difference of transformation losses (if any) between 2000 kVA transformer and 630 kVA transformer 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 at all time.
- (v) Individual billing is mandatory. Centaurus Tower D & Mall extension should not be energized without individual metering/billing by IESCO.



(vi) The above system will only be used for catering the load of Centaurus Tower D and no power supply shall be used from Tower D to Tower A,B & C.

6. 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 case is being disposed of in above terms.



(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (CAD)



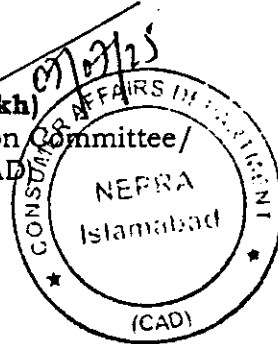
(Muhammad Irfan Ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naweed Hlali Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, July 07, 2025