



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/ ²⁷²⁸ -2025
July 07, 2025

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

**SUBJECT: DECISION IN THE MATTER OF REVIEW PETITION FILED BY IESCO UNDER
THE NEPRA REVIEW (PROCEDURE) REGULATIONS, 2009 AGAINST THE
DECISION DATED APRIL 11, 2025 OF NEPRA COMPLAINTS RESOLUTION
COMMITTEE**

Complaint # IESCO-NHQ-44913-10-24

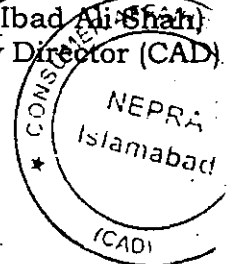
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated July 07, 2025 regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
2. Ms. Nusrat Jabeen,
House No.52, Margalla Road,
Sector F-8/2, Islamabad
0300-0803000

(Syed Ibad Ali Shah)
Deputy Director (CAD)





**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**

COMPLAINT NO. IESCO-NHQ-44913-10-24

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

..... **Petitioner**

VERSUS

Ms. Nusrat Jabeen
House No. 52, Margalla Road,
Sector F-8/2, Islamabad.

..... **Respondent**

Hearing Held On: May 29, 2025

Respondent: 1) Mr. Qaiser Rasul S/o Ch. Ghulam Rasool
2) Mr. Amin Marwat

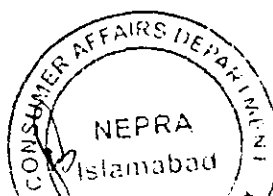
Petitioner: 1) Mr. Sardar Saleem SE (Opt.), IESCO
2) Mr. Nauman Khan, XEN (Opt.) IESCO

SUBJECT: DECISION IN THE MATTER OF REVIEW PETITION FILED BY IESCO UNDER THE NEPRA REVIEW (PROCEDURE) REGULATIONS, 2009 AGAINST THE DECISION DATED April 11, 2025 OF NEPRA COMPLAINTS RESOLUTION COMMITTEE

Through this decision, the review petition filed by Islamabad Electric Supply Company Limited (hereinafter referred to as the "Petitioner") against the decision dated April 11, 2025 of the NEPRA Complaints Resolution Committee (the "NEPRA") in the Complaint No. IESCO-NHQ-44913-10-24 is being disposed of.

2. Brief facts of the case are that Ms. Nusrat Jabeen (the "Respondent") is a domestic consumer of the Petitioner bearing Reference No. 28-14122-1527600-U with a sanctioned load of 30 kW and the applicable tariff category is A-1b(03)T. IESCO applied wrong multiplying factor (MF) i.e. 01 instead of MF 20 since the year 2016 being inconsistent with the installed CTs of 100/5 Amp at the site. Consequently, a detection bill of Rs.6,200,160/- for 154,698 units, for the period from November 2016 to August 2024 (94 months), was charged to the Respondent in September 2024. Thereafter, the Petitioner corrected the MF=20 of the Respondent's connection w.e.f September 2024 and onward.

3. Being aggrieved with the above actions of the Petitioner, the Respondent challenged the above detection bill before NEPRA on September 28, 2024. After detailed deliberations on



the matter, the Complaint was disposed of by the NEPRA vide decision dated April 11, 2025, the operative portion of which is reproduced below:

"IESCO was directed to cancel the detection bill of Rs. 6,200,160/- for 154,698 units for the period from November 2016 to August 2024 (94 months), charged in September 2024, and issue a revised detection bill for six months retrospectively in accordance with the clause 12, as per the clarification vide letter dated March 26, 2021 of Consumer Service Manual (CSM), January 2021 for compliance within 30 days."

5. Being dissatisfied with the afore-referred decision of NEPRA (the "impugned decision"), the Petitioner preferred a motion for leave for review on April 21, 2025, which was admitted by NEPRA. To proceed further into the matter a hearing was held on May 29, 2025 at NEPRA Head Office, Islamabad, wherein both parties tendered their appearance. During the hearing, the Petitioner defended the charging of the impugned detection bill of Rs. 6,200,160/- and argued that the above-said detection bill was charged to the Respondent to recover revenue loss sustained by the Petitioner due to the wrong application of MF i.e. 1 instead of 20. The representatives for the Petitioner submitted that if the above detection bill was not allowed by this forum, the Petitioner would face irreparable financial loss. The representatives for the Petitioner finally prayed for acceptance of the review petition. On the contrary, the representatives for the Respondent repudiated the version of the Petitioner and submitted, as to why the officials of the Petitioner failed to point out the discrepancy of the wrong application of MF prior to the alleged checking. The representatives for the Respondent stated that the Respondent cannot be held responsible for the payment of the detection bill for ninety-four (94) months on account of the wrong MF due to negligence on the part of the Petitioner. The representatives for the Respondent prayed that the impugned decision dated April 11, 2025, for the revision of the above detection bill for six months, be maintained and the review petition be dismissed.

6. Arguments were heard and the record was examined. Following are our observations:

- i It is observed that the Petitioner debited a detection bill of Rs.6,200,160/- for 154,698 units, for the period from November 2016 to August 2024 (94 months) to the Respondent in September 2024 due to the wrong application of MF i.e. 1 instead of 20. NEPRA vide decision dated April 11, 2025, cancelled the above detection bill being inconsistent with clause 12 of the clarification dated 26.03.2021 rendered in the revised CSM-2021. However, the Petitioner was allowed to charge the revised detection bill for six months retrospectively as per the above-said clause of the clarification dated 26.03.2021. At the review stage, the Petitioner repeated the same grounds, which were duly considered and addressed by the NEPRA in the impugned decision dated April 11, 2025.
- ii In terms of Regulation 3 (2) of NEPRA (Review Procedure) Regulations, 2009, a motion seeking review of any order of the Authority is competent only upon discovery of a mistake or error apparent on the face of the record or a new and important matter of evidence. In the instant review motion, no mistake or error apparent on the face of the record has been highlighted by the Petitioner. Further, the Petitioner has not come up with any new and important matter of evidence which was not considered by the

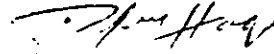


NEPRA while making its decision dated April 11, 2025. Therefore, there is neither any occasion to amend the impugned decision nor any error inviting indulgence as admissible in law.

7. In view of the above, the instant review motion of the Petitioner is dismissed being devoid of merits, and the impugned decision dated April 11, 2025, of the NEPRA is upheld. Moreover, further proceedings in the matter are hereby closed by this office.



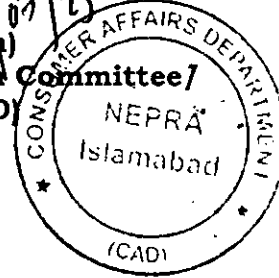
(Lashkar Khan Qambrani)
Member Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan ul Haq)
Member Complaints Resolution Committee,
Assistant Legal Advisor (CAD)



(Naveed Hani Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, July 07, 2025