



National Electric Power Regulatory Authority

Islamic Republic of Pakistan

NEPRA Tower

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

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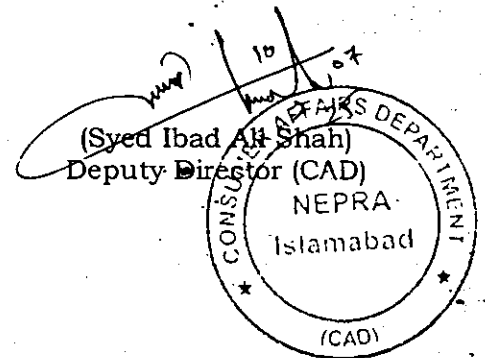
Consumer Affairs Department

TCD 02/ 2753 -2025
July 10, 2025

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

Subject: **REVIEW AGAINST THE DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. SHAMIM HASAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 15 14111 4054701)**
Complaint # IESCO-NHQ-43852-09-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated July 10, 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. ~~Mrs.~~ Shamim Hasan,
House No.20, Lane 4, Gulistan Colony,
National Park Road, Rawalpindi.
0333-2293336



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

MOTION FOR LEAVE FOR REVIEW IN
COMPLAINT NO. IESCO-NHQ-43852-09-24

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

VERSUS

Mrs. Shamim Hasan **Respondent**
House No.20, Lane 4, Gulistan Colony,
National Park Road, Rawalpindi. 0333-2293336

Date(s) of Hearing: May 15, 2025 & May 29, 2024.

Respondent: Mrs. Shamim Hasan

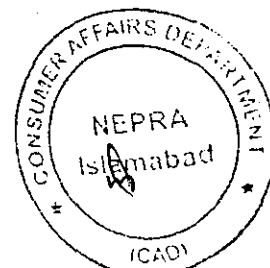
Respondent: Mr. Altaf Hussain, Additional Superintending
Engineer (IESCO)
Mr. Naveed Iqbal, Deputy Commercial Manager (IESCO)

SUBJECT: REVIEW AGAINST THE DECISION IN THE MATTER OF THE
COMPLAINT FILED BY MRS. SHAMIM HASAN UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO
REGARDING DETECTION BILL (AC # 15 14111 4054701)

DECISION

This decision shall dispose of the review petition filed by Islamabad Electric Supply Company Limited (hereinafter referred to as the "Petitioner" or "IESCO") against the decision dated April 10, 2025 of the Consumer Resolution Committee, NEPRA Islamabad under NEPRA (Review Procedure) Regulations, 2009.

2. Brief facts of the case are that Mrs. Shamim Hassan (hereinafter referred to as the "Respondent") is a residential consumer of IESCO bearing Reference No. 15-14111-4054701-U, having a sanctioned load of 31 kW and the applicable tariff category is A-1b (03)-T. In the month of July 2024, the Metering and Testing (M&T) team of IESCO inspected the connection of the Respondent wherein reportedly, CTs of 200/5 ratio were found installed, which revealed that the Respondent was being charged incorrect monthly bills due to the wrong multiplication factor (MF) i.e. Q1 instead of 40. Consequently, the Respondent was issued a detection bill of Rs.7,872,432/- from November 2017 to August 2024 by IESCO, which was challenged by the Respondent before the NEPRA on September 4, 2024. NEPRA



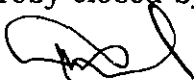
Consumer Resolution Committee vide decision dated April 10, 2025 disposed of the matter with the following conclusion:

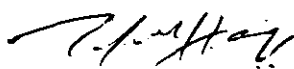
"Since the Respondent has agreed to pay the bills w.e.f the date of the lease agreement with Shell Company, therefore, IESCO may revise the detection bill on account of wrong application of MF, i.e., 1 instead of 40 w.e.f the date of the lease agreement of the Respondent with Shell Company to August 2024. IESCO is further directed to overhaul the billing account of the Respondent after adjustment of the payment made against the above detection bill. A compliance report in this regard be submitted within thirty (30) days."

3. Being dissatisfied with the afore-referred decision of the NEPRA Consumer Resolution Committee, IESCO preferred instant review petition, wherein the Petitioner IESCO opposed the maintainability of the decision *inter alia*, on the main grounds that due to wrong application of MF, consumption of the Respondent was declined drastically; that the amount of detection bill was revised to Rs.4,528,080/- after affording slab and tariff benefit against which the Respondent paid Rs.1,562,700/- and committed for remaining payments in instalments; that the CSM-2010 and CSM-2021 are silent with regard to the recovery of bills due to wrong MF and the Respondent is liable to pay the whole bill under the provisions of the CSM-2010 and that the review petition be accepted for the recovery of the actual consumed units.

4. It is observed that IESCO repeated the same grounds in the review petition, which have already been considered and duly addressed by the NEPRA Consumer Resolution Committee in the impugned decision. Due to negligence on the part of IESCO, the Respondent was billed a detection bill of eighty-one (81) months, which violates Clause 12 of the clarification dated 26.03.2021 rendered in the revised CSM-2021. Therefore, the impugned detection bill was rightly set aside vide the decision dated April 10, 2025. Even otherwise, a motion seeking review of an order is competent only upon the discovery of new and important evidence, or on account of a mistake or error apparent on the face of the record. Perusal of the decision sought to be reviewed clearly indicates that all material facts and representations were duly considered, and no mistake or error warranting intervention under the law has been pointed out.

5. In view of the above, the review petition is dismissed, and the decision of the NEPRA Consumer Resolution Committee dated April 10, 2025, is upheld. IESCO is directed to implement the aforesaid decision. Further proceedings in the matter are hereby closed by this office.


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


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


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

Islamabad, July 10, 2025

