



# National Electric Power Regulatory Authority

Islamic Republic of Pakistan.

NEPRA Tower

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

Ph:051-2013200, Fax: 051-2600021

## Consumer Affairs Department

TCD 02/2787-2025  
July 11, 2025

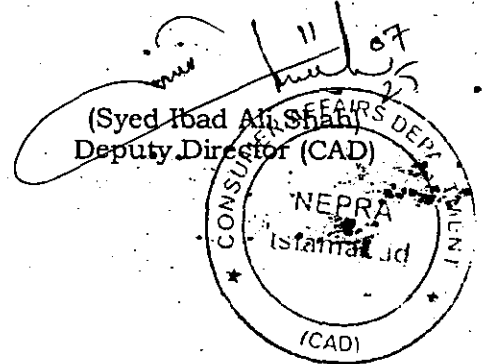
Chief Executive Officer,  
Islamabad Electric Supply Company (IESCO),  
Street No 40, G-7/4,  
Islamabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAZAL UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING WRONG BILLING (AC # 11 14514 2401100)**  
Complaint # IESCO-NHQ-43263-09-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated July 11, 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. Executive Engineer (Operation),  
IESCO Talagang Division,  
Near New Bus Stand, Talagang.
3. Mr. Fazal Ur Rehman,  
R/o Village Sukka, Tehsil Lawa,  
Distt. Chakwal # 0304-1856791





**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaint No. IESCO-NHQ-43263-09-24**

**Mr. Fazal Ur Rehman,**  
R/o Village Sukka, Tehsil Lawa,  
Distt. Chakwal. 0304-1856791

..... Complainant

**VERSUS**

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

..... Respondent

**Date(s) of Hearing:** March 18, 2025

**Complainant:** Mr. Fazal Ur Rehman

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

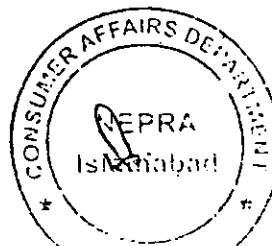
**SUBJECT: COMPLAINT FILED BY MR. FAZAL UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING WRONG BILLING ( AC # 11 14514 2401100 )**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Fazal Ur Rehman (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. The Complainant in his complaint stated that a supplementary bill amounting to Rs.180151/- was charged by IESCO in June 2024 based on the data retrieval report of the impugned meter. The Complainant sought relief from NEPRA by filing the instant complaint dated October 01, 2024.

3. The matter was taken up with IESCO. In response, a report dated September 11, 2024, was received, wherein IESCO submitted that the electricity meter of the complainant became defective in September 2023 and it was replaced in December 2023 due to shortage of meters. The removed meter was sent to the Manager (M&T) Chakwal Circle, who retrieved 4,960 pending units. Resultantly, the Complainant was charged a bill of Rs.166,376/- for 4,646 units by IESCO in June



2024. The billing data was also checked from PITC and observed that the Complainant was not charged from March 2023 to August 2023 and the data retrieval report depicts that the disputed units are correct. The said report of IESCO was sent to the complainant for information and comments; however, he submitted a rejoinder and was of the view that he had been charged an excessive bill after an extraordinary time with a mala fide intent, so the same should be decided on merit.

4. In order to probe further into the matter, a hearing was held on March 18, 2025, at the NEPRA Head office, Islamabad, wherein both parties were in attendance. During the hearing, the concerned XEN(Opt.) informed that the Complainant has been charged a supplementary bill of 4632 units in June 2024 based on the M&T report dated March 26, 2024, after adjusting the average of 189 units already charged during the disputed period. The remarks of M&T's report are as under:-

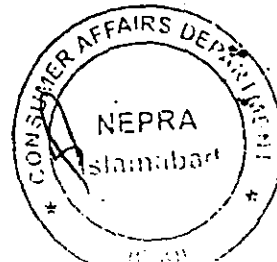
"Date & time segments of the impugned meter found upset. Meter segments T1 and T2 are not equal to the total. Further, zero units were found charged with effect from March 2023 to August 2023, which is quite unjustified. However, electricity consumption has rapidly increased after the MCO/meter changed, therefore, the pending units should be charged as per SOP."

5. It is observed from the analysis of the billing record that IESCO fed defective (DF) code against old meter No.119003 w.e.f September 2023 and replaced the impugned meter on December 05, 2023. It is further observed that the Complainant was charged inconsistent bills from January 2022 till December 05, 2023 (two years) without following the relevant provisions of the Consumer Service Manual 2021 (the "CSM-2021"). IESCO failed to provide any logical justification with respect to the charging of said inflated bills, including a supplementary bill of 4,646 units against the impugned meter.

6. Accordingly, IESCO was directed to revisit the case as per the above facts and submit a comprehensive report. In response, IESCO vide report dated June 05, 2025, reiterated the same stance as stated vide its earlier report dated September 11, 2024. In addition, IESCO informed that disciplinary action has been initiated in the matter by the concerned XEN (Div. Talagang) against 06-meter readers, who left monthly units pending in the impugned meter.

7. Arguments were heard and the record was perused, in view thereof, the following has been observed:-

- i. The residential connection installed against reference account No.11 14514 2401100 was charged a supplementary bill of 4,646 units in June 2024 on account of the data downloading report of the Complainant's replaced meter dated March 29, 2024. There is no justification for charging inconsistent nil consumption monthly bills from January 2022 to December 2023 due to the negligence of IESCO's staff for a long period.
- ii. According to Clause 4.3.1 of CSM-2021, in case, a metering installation becomes defective/burnt (which was otherwise correct up to the last billing cycle, DISCO shall replace the metering installation immediately or within two billing cycles if meters are not available that the consumer may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months. No previous charging shall be made against the consumer account if the meter was correct till the last billing cycle. Moreover, the data of the impugned meter shall be retrieved and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer, and already charged bills issued on average basis shall be adjusted. The consumer's account shall not be liable for any adjustment if the data is not retrieved within three months of display wash. Clause 6.1 of CSM-2021 also provides a mechanism for meter reading and Clause 6.2 of CSM-2021 envisages the procedure of percentage checking to ensure the accuracy of meter reading. Recording of correct meter readings is



the responsibility of IESCO. Clause 6.1.4 of CSM-2021 provides that meter readers are responsible for checking irregularities/discrepancies in the metering system at the time of reading meters and reporting the same in the reading book/discrepancy book or through any other appropriate method as per the practice.

- iii. In this disputed case, IESCO issued a supplementary bill of 4,646 units in June 2024. However, the exact disputed period could not be determined due to the previous incorrect charging of monthly bills by the IESCO. This action constitutes a clear violation of the above-mentioned Clause of CSM-2021; which outlines the prescribed time frame for such billing adjustments.
  - iv. Hence, it is recorded that IESCO officials failed to promptly identify the billing discrepancy and only adjusted lapse of a considerable time, from which standpoint the consumer has legitimate expectancy that what is being billed is the actual cost of electricity and it is correct. In view of the above, penalizing the Complainant on the part of the incompetence of IESCO's official(s) is strictly not justified.
8. In view of the above facts, IESCO is directed to cancel the disputed bill of 4,646 units charged to the Complainant in June 2024 based on the data download report of the defective meter in light of the aforementioned provisions of NEPRA's CSM-2021. IESCO is further directed to charge the revised bills w.e.f. January 2022 and onwards till the replacement of the impugned meter on DEF-EST code as per Clause 4.3.1(b) of the CSM-2021 and overhaul the billing account of the Complainant, accordingly.
9. A compliance report in the above-given order be submitted within thirty (30) days.

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

(Muhammad Irfan Ul Haq)  
Member Complaints Resolution Committee  
/Assistant Legal Advisor

(Naweed Hani Shaikh) 11/07/25  
Convener Complaints Resolution Committee/  
Director General (CAD)

Islamabad, July 11, 2025

