



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/ 2548 -2025
June 27, 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
ABDULLAH ABBASI UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST IESCO REGARDING CORRECTION OF BILL (AC # 02
14353 0212500)**

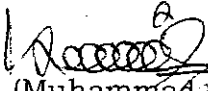
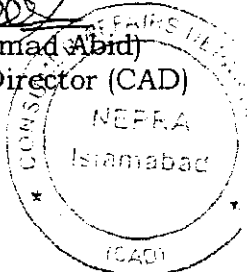
Complaint # IESCO-NHQ-54102-05-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated June 27, 2025 and submit compliance report within fifteen (15) days.

Encl: As above

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad.
2. Executive Engineer,
IESCO Westridge Division,
Hali Road, Westridge-I, Rawalpindi.
3. Mr. Abdullah Abbasi,
House No.124, Street No.3, Westridge-1,
Rawalpindi # 0344-5470188


(Muhammad Abid)
Assistant Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-54102-05-25

Muhammad Abdullah Abbasi,
House No.124, Street No.3,
Westridge-I, Rawalpindi.
0344-5470188

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: June 17, 2025

Complainant: Mr. Muhammad Abdullah Abbasi

Respondent: Mr. M. Younas, SDO(Opt.), IESCO

SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD ABDULLAH ABBASI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING CORRECTION OF BILL (AC # 02 14353 0212500)

DECISION

This decision shall dispose of the complaint filed by Muhammad Abdullah Abbasi (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 an inflated bill amounting to Rs.100,000/- was charged by IESCO in May 2025 based on the wrong data downloading/retrieval report against the replaced meter (the "impugned meter"). The Complainant had already approached IESCO in the month of September 2024 for replacement of meter due to upset date and time. Later on, IESCO replaced the impugned meter in April 2025 and sent to M&T Lab for data retrieval. Meanwhile, the Complainant approached IESCO several times for the correction of previous monthly bills but no action was taken on his genuine request. Consequently, he sought relief from NEPRA by filing the instant complaint, dated May 16, 2025.



3. The matter was taken up with IESCO and in response, a report dated June 10, 2025 was received, wherein it was submitted that a faulty meter was replaced and was sent to M&T lab for data retrieval vide letter dated November 19, 2024. M&T tested the impugned meter and was revealed that 192 units were unbilled, which were charged to the Complainant through adjustment in February 2025. In addition, IESCO clarified that the impugned meter was replaced in October 2024, but due to late feeding of MCO, the data of the new meter remained pending for the previous seven (07) months. Thereafter, the date of the new meter was updated and a bill of Rs.106,308/- for 1,980 pending units was issued to the Complainant in May 2025. As per IESCO, the Complainant has 3/phase meter connection for which slab benefit is not possible due to flat tariff rates.

4. In order to further probe into the matter, a hearing was held wherein both parties were in attendance. During the discussion, the complainant apprised that he had approached IESCO's office several times since September 2024 for correction of inflated bills but his issue remained unresolved until he received another bill of accumulative 1,980 units in May 2025. The representatives of IESCO informed that the Complainant has been charged the actual meter reading bill based on the new meter consumption rather than any overbilling. IESCO submitted a copy of MCO, PITC, data retrieval report, and adjustment note in support of the case.

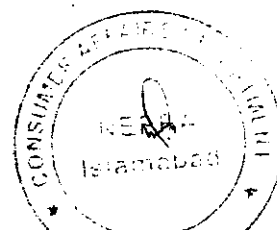
5. Arguments heard and the record perused, Following are our observations:

- i. In September 2024, the complainant approached IESCO in writing for replacement of meter due to huge charging of monthly bills as compared to the previous billing history, as the date & time segments of the impugned meter was found disturbed. Thereafter, the impugned meter was replaced with a new meter by IESCO vide MCO dated 25.09.2024 and sent to M&T lab for data retrieval. Discrepancy of upset date and time in the impugned meter was also confirmed by M&T IESCO vide report dated November 11, 2024.
- ii. Meanwhile, nil consumption was charged by IESCO for the period from October 2024 to April 2025. Thereafter a bill of Rs.106,308/- for 1,980 units was charged by IESCO to the Complainant with the plea that MCO was fed late. IESCO further clarified that the accumulated 1,980 units were charged to the Complainant in May 2025 as per the actual meter reading dial and the slab benefit is not applicable due to flat tariff rates of the Complainant.
- iii. In such case, Clause 6.4.2 of the CSM-2021 is relevant, which is reproduced below for the sake of convenience.

"In cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers."

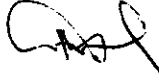
- iv. IESCO violated the above-referred clause of the CSM-2021 by debiting the accumulated units to the Complainant in May 2025. IESCO was under obligation to feed the MCO timely to avoid litigation between the parties.

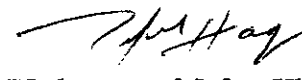
6. In view of the above, IESCO is directed to issue a revised bill to the Complainant after segregation of 1,980 accumulated units equally in seven months i.e. October 2024 to April 2025 and apply the tariff rate of the respective month along with FPA as per the above-referred clause of the CSM-2021. In furtherance, the recovery of said revised bill be made in seven equal




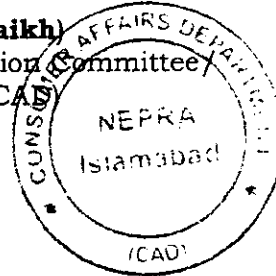
installments along with the current bills. IESCO is further directed to waive of LPS (if any) and overhaul the billing account of the Complainant, accordingly.

7. A compliance report in the above-given order be submitted within fifteen (15) days.


(Engr. Ubed Ullah Memon)
Member Complaints Resolution Committee/
Director (CAD)


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


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



Islamabad, June 27, 2025