



National Electric Power Regulatory Authority

NEPRA Tower

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

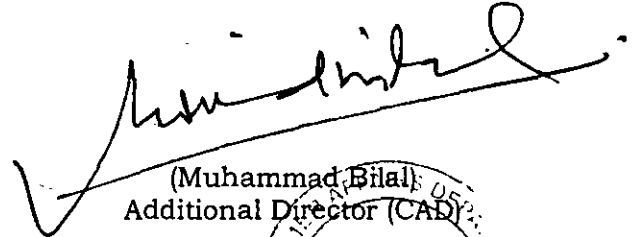
TCD 02/ 3858 -2025
September 11, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY LT. COL. RETD. DAUD PERVEZ MALIK, GENERAL MANAGER, M/S APCO PARK ONE (PVT) LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING APPROVAL OF 2X2000 KVA DRY TYPE TRANSFORMER**

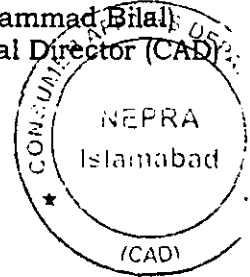
Complaint # IESCO-NHQ-55000-06-25.

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 11, 2025 regarding the subject matter for necessary action and compliance.


(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. C.E./Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
2. Lt. Col. Retd. Daud Pervez Malik,
General Manager, M/s APCO Park One Pvt. Ltd.,
Park One, Opposite Fatima Jinnah Park,
F-10 Markaz, Islamabad.
051-2223135





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-55000-06-25

Lt. Col Retd. Daud Pervez Malik,
General Manager, M/s APCO Park One Pvt. Ltd.,
Park One, Opposite Fatima Jinnah Park,
F-10 Markaz, Islamabad. 051-2223135

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: June 30, 2025 & August 6, 2025

Complainant: M/s APCO Park One Pvt. Ltd.

Respondent: Engr. Tauseef Zakir, Deputy Director (P&E) IESCO
Mazhar M. Iqbal, AD (P&E)

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY LT. COL. RETD. DAUD PERVEZ MALIK, GENERAL MANAGER, M/S APCO PARK ONE (PVT) LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING APPROVAL OF 2 X 2000 KVA DRY TYPE TRANSFORMERS

DECISION

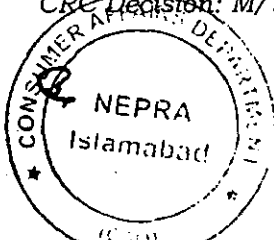
Through this decision, the complaint filed by Lt. Col. (Retd.) Daud Pervez Malik, General Manager, M/s. APCO Park One (Pvt.) Ltd. (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "IESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act") is being disposed of.

2. Brief facts of the case are that the Complainant submitted a design book to IESCO for external electrification of a residential cum commercial complex "Park One" located at F-10 Markaz, Islamabad with proposed installation of 300 kVA and 2000 kVA power transformers in place of 630 kVA transformers. However, IESCO advised the Complainant to obtain approval from NEPRA regarding installation of the said power transformers. Therefore, the Complainant approached NEPRA for issuance of necessary directions to IESCO regarding installation of 2000 kVA dry-type power transformers.

3. The matter was taken up with IESCO and hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties and the case was discussed in detail. During the hearings, IESCO informed that the sponsor intends to alter the design by proposing 3000 kVA and 2000 kVA transformers instead of 630 kVA transformer. Furthermore, IESCO submitted that high rating/capacity (2000 kVA) transformers are not procured as the same are not usually utilized in the distribution system. Moreover, the maintenance of 3000 kVA and 2000 kVA transformers cannot be carried out due to the unavailability of spare parts and higher losses as compared to 630 kVA transformer,

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CRC Decision: M/s APCO Park One Pvt. Ltd vs IESCO (IESCO-NHQ-55000-06-25)



therefore, installation of such transformers at site would result in higher losses to IESCO. The Complainant submitted that APCO has kept two 2 x 2000 kVA transformers and wants to install the same at the site; therefore, another 2000 kVA transformer would be reserved as a standby for backup source of supply in case of an emergency. For lift and lobbies, a 3000 kVA transformer will be installed. Further, APCO is ready to carry out the maintenance at its own; as such, there will be no issue for IESCO. APCO has also arranged standby generator(s) to meet electricity failure from IESCO's system. Additionally, it has been committed that APCO will bear the cost of transformation losses of high rating capacity transformers (if any) beyond the admissible limit as compared to earlier proposed 630 kVA transformers by IESCO.

4. Accordingly, the complainant also submitted its response vide letter dated August 7, 2025 in which he agreed to install an additional 3000 kVA transformer as reserved/standby arrangement for the lift and lobbies. APCO accordingly requested approval of high capacity transformer, i.e. 3 x 2000 kVA and 2 x 3000 kVA in place of 630 kVA transformers.


5. After detailed deliberations, the following was agreed:

- (i) In addition to a 3000 kVA transformer, one more 3000 kVA transformer and a 2,000 kVA transformer each shall be made available as backup by the sponsor (APCO), to meet the emergency situation.
- (ii) The maintenance of the transformers shall be carried out by the sponsor (APCO) itself.
- (iii) Individual billing shall be carried out by IESCO upon fulfillment of all the codal formalities and one point supply shall not be applicable except lift and lobbies. One connection should be used only for lobbies, lifts and common areas.
- (iv) In order to calculate the actual/exact losses of high-rated 2000 kVA & 3000 kVA transformers, meters shall be installed on the HT & LT sides of the transformers. The difference in transformation losses (if any) between 2000 kVA & 3000 kVA transformers versus 630 kVA transformers beyond the permissible limit shall be borne by the sponsor.


6. A Memorandum of Understanding (MoU) on the above terms and conditions shall be executed between the parties to materialize the terms & conditions under intimation to this office. A copy of the same shall be submitted to this office before finalization. The case is being disposed of in the above terms.


(Engr. Ubaid Ullah Memon)

Member Complaints Resolution Committee/
Director (Consumer Affairs)


(Muhammad Irfan ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor


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

Islamabad, September 11 2025

