



National Electric Power Regulatory Authority

NEPRA Tower

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

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**Consumer Affairs
Department**

TCD. 02/3921 -2025
September 15, 2025

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

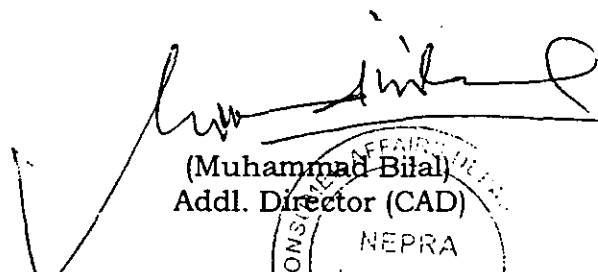
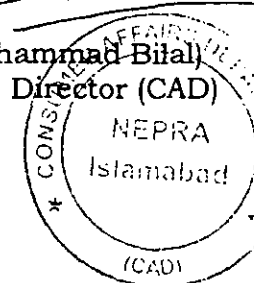
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD UMAR FAROOQ S/O MR. MASOOD AHMAD KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 15 14513 2307210)**
Complaint # IESCO-NHQ-25001-05-23

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

Encl: As above

Copy:-

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4, Islamabad.
2. Mr. Muhammad Umar Farooq S/o Masood Ahmad Khan,
R/o Dharabi, Distt. Chakwal


(Muhammad Bilal)
Addl. Director (CAD)




BEFORE THE NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-25001-05-23

Mr. Muhammad Umar Farooq

S/o. Masood Ahmed Khan R/o. Dharabi,
District Chakwal

..... **Complainant**

VERSUS

Islamabad Electric Supply Company (IESCO)

Street No 40, G-7/4, Islamabad

..... **Respondent**

Date(s) of Hearing:

January 14, 2025.

For the Complainant:

Mr. M. Arshad

For the Respondent:

Mr. Asif Ali Shah XEN

Mr. Adeel Nasir SDO

DECISION

Subject:

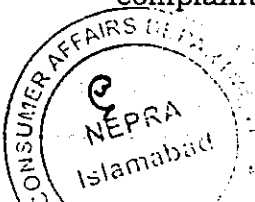
COMPLAINT FILED BY MR. MUHAMMAD UMAR FAROOQ S/O MASOOD AHMAD KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 15 14513 2307210)

Complaint # IESCO-NHQ-25001-05-23

Through this decision, the Complaint filed by Muhammad Umar Farooq (hereinafter referred to as the "Complainant" or "Consumer") against Islamabad Electric Supply Company (hereinafter referred to as "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 is a domestic consumer of IESCO bearing Ref No.15-14513-2307210 R having a sanctioned load of 5 kW, and the applicable tariff category is A-1(b). IESCO failed to charge bills as per actual meter readings and debited nil/minimum consumption bills to the Complainant since the date of installation of the meter, i.e., from July 2021 to October 2022. Thereafter, display of the impugned meter of the Complainant became defective in November 2022, and IESCO fed DEF-EST code to the billing account of the Complainant w.e.f November 2022 and onwards till the replacement of the impugned meter on 28.02.2023. Subsequently, the removed meter was sent to the M&T laboratory for data retrieval. As per the M&T report dated 24.03.2023, 5,059 units were found uncharged; therefore, IESCO charged a detection bill for Rs.248,390/- for 5,059 units to the Complainant in April 2023.

3. Being dissatisfied with the above actions of IESCO, the Complainant filed a complaint before NEPRA on 29.05.2023. A hearing was held on November 28, 2024, at



NEPRA Head Office, Islamabad, wherein both parties tendered their appearance. The Complainant apprised that less usage of electricity at the site, therefore, the charging of the detection bill of 5,059 units by IESCO is baseless and on the much higher side. On the other hand, IESCO defended the charging of the above-said detection bill with the plea that the actual consumption could not be charged from July 2021 to February 2023 due to the vanished display of the impugned meter and the locked status of the connection, hence the aforesaid detection bill charged to the Complainant is justified and payable by him.

4. NEPRA vide letter dated December 11, 2024, directed IESCO to revise the bills for the disputed period from July 2021 to February 2023 @ 144 units/month based on the average recorded consumption of the new meter and submit a report. In response, IESCO vide letter dated February 7, 2025, requested NEPRA to revisit its direction on the ground that during the inspection of the Complainant's premises, it was observed that the load of the disputed connection bearing Ref No.15-14513-2307210 was shifted by the Complainant to another electricity connection bearing Ref No.27-14513-9142100 having tariff category B-2 located in the same premises. The premises is continuously in use by the workers for the hatchery, but due to the shifting of load, nil consumption of the disputed connection was recorded w.e.f May 2024 and onwards. Therefore, the impugned detection bill of 5,059 units charged to the Complainant is justified. Following this, another hearing was held on January 14, 2025, wherein both parties argued in detail.

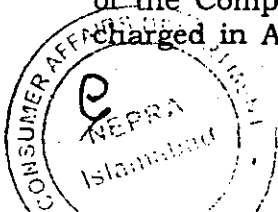
5. Arguments were heard, and the record placed before us was examined. Following are our observations:

i IESCO's report dated February 7, 2025, does not establish any connection with the previous disputed billing period. Additionally, XEN IESCO failed to address the negligence of the subdivision staff on account of issuing monthly bills without actual meter readings for a long time, which is utter violation of the meter reading provisions of the CSM-2021.

ii In order to arrive at just conclusion, the consumption data of the Complainant is reproduced below:

Old meter						New meter		
Month	Units	Status	Month	Units	Status	Month	Units	Status
Jul-21	0	Active	Jun-22	0	Lock	Apr-23	708	Active
Aug-21	126	New con.	Jul-22	65	Lock	May-23	132	Disc.
Sep-21	0	Same Read	Aug-22	129	Lock	Jun-23	0	Recon.
Oct-21	0	Same Read	Sep-22	97	Lock	Jul-23	0	Same Read
Nov-21	0	Same Read	Oct-22	42	Active	Aug-23	0	Same Read
Dec-21	0	Same Read	Nov-22	42	Disc.	Sep-23	248	Lock
Jan-22	0	Same Read	Dec-22	42	Recon.	Oct-23	1	Same Read
Feb-22	0	Same Read	Jan-23	42	Defective	Nov-23	0	Same Read
Mar-22	0	Same Read	Feb-23	42	Defective	Dec-23	0	Same Read
Apr-22	0	Lock	Mar-23	172	Replaced	Jan-24	621	Active
May-22	0	Lock				Feb-24	0	Lock
Average			38			Average	155	

As evident from the billing record, a new connection was installed on the premises of the Complainant by IESCO in July 2021, and the first bill of 126 units was charged in August 2021. Thereafter, nil consumption was charged for the period

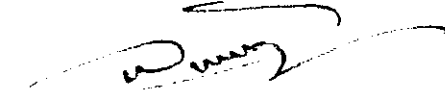


from September 2021 to June 2022 to the Complainant. Subsequently, display of the impugned meter of the Complainant became defective in November 2022, and IESCO fed DEF-EST code to the billing account of the Complainant w.e.f January 2023 and onwards till the replacement of the impugned meter in March 2023. Furthermore, the billing record of other connections was examined for the sake of checking billing history, which was found normal.

- iii According to Clause 4.3.2(a) of the CSM-2021, IESCO is under obligation to replace the defective meter with a vanished display immediately or within two (02) billing cycles, if meters are not available; however, in the instant case, IESCO took four (04) months for the replacement of the impugned meter in violation of ibid clause of the CSM-2021.
- iv Clause 6.1 of the CSM-2021 provides a clear mechanism for meter reading, and Clause 6.2 envisages the procedure of percentage checking to ensure the accuracy of meter readings. Recording of correct meter readings is the responsibility of IESCO. Clause 6.1.4 of the CSM-2021 provides that meter Readers shall also check the irregularities/ discrepancies in the metering system at the time of reading meters/taking snapshots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies; however, IESCO officials failed to point out any such discrepancy or take appropriate action timely manner.
- v It is further revealed that IESCO charged a detection bill for Rs. 248,390/- for 5,059 units to the Complainant based on the M&T report dated 24.03.2023. How is it possible that such a high consumption of 5,059 units was recorded by the impugned meter during the period from November 2022 to February 2023 (four months)? This shows that IESCO neither charged the monthly bills as per the actual meter reading nor pointed out the discrepancy of the vanished display timely manner as per Clause 6.1.4 of the CSM-2021 and subsequently raised the detection bill without adhering to the procedure as laid down in Clause 4.3.2 of the CSM-2021.

6. In view of the foregoing discussion, we conclude that the detection bill of Rs.248,390/- for 5,059 units charged to the Complainant in April 2023 is unjustified, and the same is cancelled. Since actual consumption was not charged by IESCO during the period from July 2021 to February 2023, therefore, it would be judicious to charge the revised bills @ 155 units/month from July 2021 to February 2023 as recorded by the new meter from April 2023 to February 2024. IESCO is directed to overhaul the billing account of the Complainant, accordingly.

7. A report in this regard be submitted to this office 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 (CAD)


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

Islamabad, September 15 2025

