



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/ ⁴⁰⁰² -2025
September 19, 2025

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

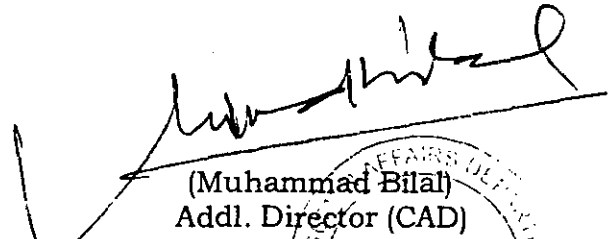
**SUBJECT: DECISION IN THE MATTER OF ORDER OF THE HONOURABLE LAHORE
HIGH COURT, RAWALPINDI BENCH, RAWALPINDI IN WRIT PETITION
NO.635/ 2020: AIRPORT EMPLOYEES COOPERATIVE HOUSING
SOCIETY VS. MINISTRY OF POWER & OTHERS**
Complaint # IESCO-34/03/2020

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated September 19, 2025 regarding the subject matter for necessary action.

Encl: As above

Copy:-

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4, Islamabad.
2. Secretary, Airports Employees Cooperative,
Housing Society (AECHS), Chaklala,
Rawalpindi # 051-5954249


(Muhammad Bilal)
Addl. Director (CAD)
NEPRA
Islamabad
(CAD)



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

Complaint No. IESCO-NHQ-34/03/2020

Airport Employees Cooperative Housing Society
Chaklala, Rawalpindi.
051-5954249

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: Dec. 26, 2024 & January 14, 2025

Complainant: Airport Employees Cooperative Housing Society (AECHS)

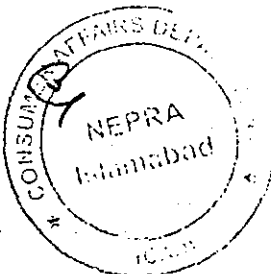
Respondent: Mr. Ijaz Ahmed, Chief Engineer, IESCO
Mr. Waheed Ahmad Murad, SE(Opt.), IESCO
Mr. Mushtaq Ahmad, SDO(Construction), IESCO

SUBJECT: **DECISION IN THE MATTER OF ORDER OF THE HONOURABLE LAHORE HIGH COURT, RAWALPINDI BENCH, RAWALPINDI IN WRIT PETITION NO.635/2020: AIRPORT EMPLOYEES COOPERATIVE HOUSING SOCIETY VS. MINISTRY OF POWER & OTHERS**

DECISION

Through this decision, the Complaint filed by Airport Employees Cooperative Housing Society (AECHS) (hereinafter referred to as the "Complainant") 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 raised concerns regarding the escalation charges of material demanded by IESCO vide letter dated August 23, 2024 from AECHS (Society) for electrification work of the Blocks "G, H & I" in continuation of the demand notice which had previously paid by the society for the same nature of work on January 13, 2021. The plea of IESCO is that the delay in completing the electrification work was due to a Right of Way (ROW) issue at that time near "House No.370" and submitted a copy of the notice dated



ch 15, 2021, in support of the case. However, the representatives of AECHS denied any ROW-related issue and stated that no such notice had been received from IESCO.


3. Couple of hearings were also held on December 26, 2024, and January 14, 2025, wherein both parties participated. The Complainant reiterated that the demand notice was paid in full; thereafter, IESCO was approached in compliance with NEPRA's decision dated August 12, 2020, for completion of the electrification work to "Blocks G, H & I" accordingly. The said matter remains unresolved despite repeated reminders dated October 26, 2021, March 4, 2023 & July 5, 2023 by the Complainant. The representatives for AECHS submitted that they were pursuing the case on regular basis, but no issue was raised by IESCO before the issuance of the additional demand notice. He further confirmed that there are no ROW concerns at the site, even though IESCO has partially handed over the distribution system of society on August 9, 2021. No electricity complaints are being addressed in the area by IESCO, including new transformer faults under the warranty claim, which were reported several times.

4. As per the Performance Standards (Distribution) Rules, 2005 and SRO 393(1)/2011, dated May 13, 2011 for supply at voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5,000 kW, IESCO was required to complete the electrification work of society within 76 days after payment of demand notice, whereas IESCO failed to meet this obligation despite lapse of more than three (03) years. Furthermore, it has been proved that no escalation of material charges has occurred during the valid period of completion of work as per the ibid rules.

5. In view of the above, IESCO is hereby directed to withdraw the escalation charges and complete the remaining electrification work of the Complainant AECHS without any further delay.


(Ubaid Ullah Memon)

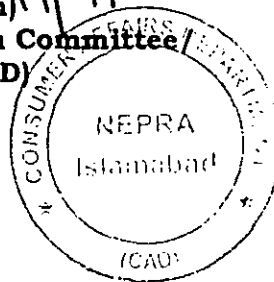
Member, Complaints Resolution Committee/
Director (CAD)


(Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, September 17, 2025