



**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/ 12005 -2025  
September 19, 2025

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

**SUBJECT: COMPLAINT FILED BY MR. YOUSHA ADNAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE  
BILLING (AC # 15 14112 1113800)**

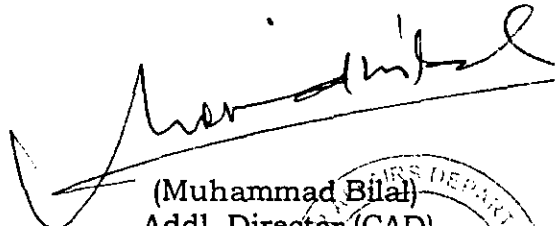
Complaint # IESCO-NHQ-53286-04-25

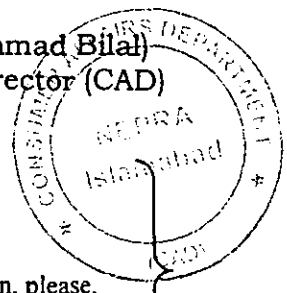
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated September 19, 2025 for necessary action and compliance within fifteen (15) days.

**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(Operation),  
IESCO Islamabad-I, Near Alvi Auctioner,  
G-7/4, Islamabad.
3. Mr. Yousha Adnan,  
House No.312, E-7, Islamabad.  
0333-5183933

  
(Muhammad Bilal)  
Addl. Director (CAD)



For necessary action, please.



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

**Complaint No. IESCO-NHQ-53286-04-25**

**Mr. Yousha Adnan,**  
House No.312, E-7,  
Islamabadi.  
0333-5183933

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date(s) of Hearing:** June 12, 2025

**Complainant:** Mr. Yousha Adnan

**Respondent:** Mr. Altaf Hussain, Additional SE, IESCO  
Mr. Saqlain Khalid, SDO, IESCO

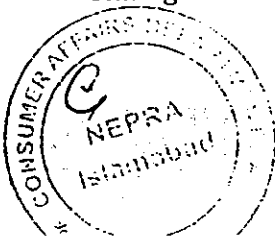
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**ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE**  
**BILLING (AC # 15 14112 1113800)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Yousha Adnan (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. Brief facts of the case are that the Complainant is a domestic consumer of IESCO bearing A/C # 15-14112-1113800 with a sanctioned load of 15 kW. In January 2025, IESCO issued a bill of 14,454 units, amounting to Rs.7,87,584/- to the Complainant, despite the fact that all previous bills had been paid within the due date. Following this, the Complainant approached XEN (Opt.) IESCO for the correction of the said bill, but no action was taken by IESCO on his request. Therefore, he raised the dispute before the Wafaqi Mohtasib (Ombudsmen)'s Secretariat, Islamabad, who vide order dated April 2025 advised the Complainant to approach NEPRA, being a competent forum. Consequently, the Complainant filed a complaint before NEPRA on April 24, 2025 against the above bill charged by IESCO.

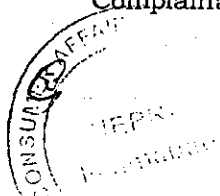
3. The matter was taken up with IESCO vide letters dated June 4, 2025 & July 10, 2025, and IESCO was restrained from disconnection of supply of the Complainant's premises till the final decision by NEPRA. In response, a report was received from IESCO on May 30, 2025, stating that the Complainant's connection was inspected by the M&T team in the presence of



the Complainant and the impugned meter was found tampered (seal rusted, yellow phase CT of the meter was bypassed, and poor voltage issue was observed in one phase). M&T team further observed that the covered area of the complainant's premises spans 3 Kanals approximately, with connected load of 37 kW. Consequently, a detection bill of 14,454 units was issued to the Complainant in January 2025 for a period of three months after observing all departmental formalities to recover the substantial energy loss. However, the Complainant denied the report of IESCO and stated that he never involved in such activities as leveled against him.

4. Perusal of the documentary evidence and advanced arguments by both parties during the hearing. Following has been observed:-

- i. A residential static 3-Phase metering connection was running at site for long time and the bills had been paid by the Complainant within the due date.
- ii. On December 26, 2024, Mr. Khalid Mahmood (MRS), IESCO representative of F-6 Sub-Division, inspected the Complainant's connection and the impugned meter was found stopped. SDO IESCO referred the matter to the M&T team for testing of the impugned meter (No.3175738). Subsequently, this connection was checked by M&T team in the presence of the Complainant along with sub-divisional representatives and discovered that the PT of yellow phase of the meter was dead and seal of left side meter body was found tampered. Meanwhile, SDO installed a check meter in series with the old meter on January 2, 2025.
- iii. On January 6, 2025, SDO once again requested M&T for rechecking of the same connection. Therefore, M&T revisited the connection and reported vide letter dated January 8, 2025, that CT bypass events were recorded, confirming the discrepancy previously identified. Moreover, M&T recommended that the tampered meter be removed from the site and a notice should be issued to the complainant accordingly.
- iv. On January 31, 2025, the disputed meter was replaced by IESCO vide MCO no. 02/06 with new meter (No.197414) and sent to the M&T laboratory for data retrieval. In response. M&T team tested old meter in presence of the consumer and reported vide letter dated February 3, 2025 that "Meter body was not intact, no signs of interference were detected inside the meter body however, the final data retrieved from the meter including all recorded events such as CT bypass and phase overvoltage, has been successfully obtained through the software" However, the check meter results were observed within the permissible limits of accuracy.
- v. As a result, an exaggerated bill for 14454 units amounting to Rs.7,87,584/- was issued by IESCO in January 2025 for three months based on the M&T reports dated January 8, 2025 & January 7, 2025, after observing all the departmental formalities and SOPs.
- vi. Furthermore, IESCO observed that the complainant's premises span approximately 3 Kanals, with a recorded meter load of 37 kW. In this regard, IESCO may proceed to regularize load exceeding the sanctioned load as per the relevant procedures of CSM 2021 and update the extended load after fulfillment of all the formalities.
- vii. To further verify the contention of the Complainant, the billing history of the Complainant is reproduced below:



Month	Units	Status	Month	Units	Status	Month	Units	Status
Jan-23	1697	Active	Jan-24	2290	Active	Jan-25	3102	Defective
Feb-23	1555	Active	Feb-24	1785	Active	Feb-25	1136	Replaced
Mar-23	1398	Active	Mar-24	1713	Active	Mar-25	-1692	Net metering
Apr-23	1864	Active	Apr-24	1905	Active	Apr-25	0	Net metering
May-23	2843	Active	May-24	3467	Active	May-25	0	Net metering
Jun-23	5724	Active	Jun-24	5467	Active			
Jul-23	0	Active	Jul-24	5464	Active			
Aug-23	0	Active	Aug-24	3821	Active			
Sep-23	9345	Active	Sep-24	3748	Active			
Oct-23	6469	Active	Oct-24	2070	Active			
Nov-23	1587	Active	Nov-24	1535	Active			
Dec-23	2309	Defective	Dec-24	3052	Defective			

Perusal of the above data shows that the impugned meter was found defective in December 2024; therefore, the bills of December 2024 and January 2025 were charged by IESCO on DEF-EST code. Subsequently, the disputed meter (No.3175738) was replaced with new meter bearing No.197414 on January 31, 2025 and sent to M&T for data retrieval. M&T vide report dated February 3, 2025, retrieved the impugned meter reading data as i.e., (T-1 8965.11, T-2 55638.44 = T<sub>L</sub> 64603.56), whereas total 65,379 units were already charged to the Complainant till January 2025. Hence, net 776 units are liable to be credited to the Complainant, being excessively charged as compared to the final reading retrieved by the M&T team of IESCO.

viii. It is further observed that consumption recorded during the detection period, i.e., October 2024 to December 2024, is considerably less than the consumption of the corresponding months of the previous year i.e. 2023, which indicates actual consumption was not recorded by the impugned meter during the detection months. However, IESCO debited the detection bill of 14,454 units for three months, from October 2024 to December 2024, without adjustment of units already charged during the said months, which is unjustified.


5. Foregoing in view, it is concluded that:

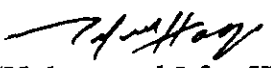
i The detection bill of 14,454 units for three months, i.e., October 2024 to December 2024, is justified; however, the units already charged during the above-said months be adjusted from the above detection bill.


ii A credit of net 776 units be afforded to the Complainant against the excessive bills charged by IESCO till January 2025 as compared to the final reading of the impugned meter retrieved vide M&T report dated February 3, 2025.

iii The billing account of the Complainant be overhauled accordingly.

6. A compliance report in the given orders above 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

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

Islamabad, September 19, 2025

