



**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/ 1593 -2025  
October 23, 2025

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

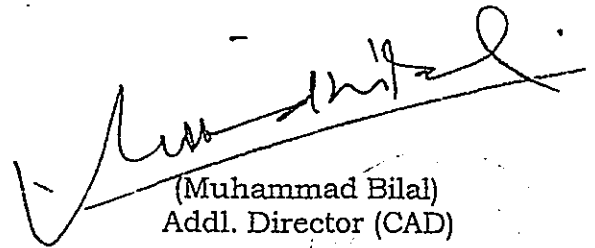
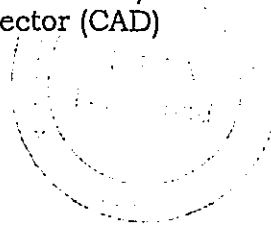
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD UMAR AZIZ GONDAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING (AC # 02 14127 0527000 )**  
Complaint # IESCO-NHQ-50306-02-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated October 23, 2025 regarding the subject matter for necessary action and compliance within thirty (30) 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 Aziz Gondal,  
House No.249-C, Street No.23, F-11/2,  
Islamabad

  
(Muhammad Bilal)  
Addl. Director (CAD)  




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

**Complaint No. IESCO-NHQ-50306-02-25**

**Mr. Muhammad Umar Aziz Gondal,**  
House No.249-C, Street No.23, F-11/2,  
Islamabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date(s) of Hearing:** May 26, 2025, June 25, 2025, September 17, 2025

**Complainant:** Mr. Muhammad Umar Aziz Gondal  
Mr. Hassan Shahzad Advocate

**Respondent:** Mr. Abid Hussain Baloch SDO

**SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD UMAR AZIZ GONDAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING ( AC # 02 14127 0527000)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Umar Aziz Gondal (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 Ref No.02-14127-0527000 U with a sanctioned load of 8 kW, and the applicable tariff category is A-1(b). The old billing meter bearing No.008883 of the Complainant became defective in September 2024; therefore, IESCO charged the average bills for September 2024 and October 2024 to the Complainant. Thereafter, IESCO replaced the defective meter of the Complainant with a new meter in November 2024 and sent to the M&T laboratory for data retrieval. In January 2025, IESCO charged a detection bill of 10,257 units to the Complainant based on the data retrieval report dated December 31, 2024.



3. Being aggrieved with the above actions of IESCO, the Complainant filed a complaint before NEPRA and challenged the above detection bill of 10,257 units charged in January 2025. In this regard, the hearings were held on May 26, 2025, June 25, 2025, and September 17, 2025, and the matter was discussed in detail.

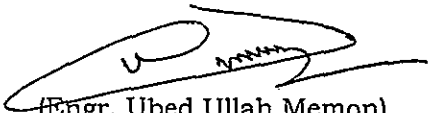
4. From the record, it is revealed that IESCO representatives could not justify the specific period for these pending units. To further verify the contention of IESCO, the consumption data of the Complainant is reproduced below:

| Month/Year | Units(kWh) | Month/Year | Units(kWh) | Month/Year | Units(kWh)     |
|------------|------------|------------|------------|------------|----------------|
| -          | -          | Dec. 2024  | 243        | Dec. 2023  | 311            |
| -          | -          | Nov. 2024  | 136 (MCO)  | Nov. 2023  | 296            |
| -          | -          | Oct. 2024  | 604(AVG)   | Oct. 2023  | 604            |
| -          | -          | Sep.2024   | 909(AVG)   | Sep.2023   | 909            |
| -          | -          | Aug. 2024  | 635        | Aug. 2023  | 357            |
| July 2025  | 458        | Jul. 2024  | 817        | Jul. 2023  | 380            |
| Jun. 2025  | 672        | Jun. 2024  | 253        | Jun. 2023  | 137            |
| May 2025   | 442        | May. 2024  | 24         | May. 2023  | 25             |
| April 2025 | 236        | Apr. 2024  | 23         | Apr. 2023  | 20             |
| March 2025 | 278        | March 2024 | 261        | March 2023 | 150            |
| Feb. 2025  | 328        | Feb. 2024  | 359        | Feb. 2023  | 368            |
| Jan. 2025  | 399        | Jan. 2024  | 322        | Jan. 2023  | 359            |
| Total/Avg. | 3192/354   | Total/Avg. | 2694/336   | Total/Avg. | 3916/326 units |

Perusal of the above PTC record of the impugned connection transpires that the normal average consumption was recorded @ 326 units/month in the year 2023. The impugned meter further recorded @ 336 units/month from January 2024 to August 2024. Thereafter, the impugned meter became defective in September 2024 and IESCO charged the average bills for September 2024 and October 2024. Subsequently, the impugned meter of the Complainant was replaced with a new meter by IESCO in November 2024. The new meter recorded @ 354 units/month from November 2024 to July 2025. There is no significant difference found in the recorded billing history of the Complainant during the periods before and after the dispute.

5. Forgoing in view, it is concluded that the detection bill of 10,257 units charged by IESCO in January 2025 is unjustified and the same is cancelled. However, IESCO may charge the revised bills for two billing cycles retrospectively before its checking and onwards till the replacement of the impugned meter in accordance with Clause 4.3.2(b) of the Consumer Service Manual 2021. The billing account of the Complainant be overhauled accordingly.

6. A compliance report in this regard must be submitted within thirty (30) days.

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

  
(Muhammad Irfan ul Haq)  
Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

Date: October 23, 2025

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

