



# National Electric Power Regulatory Authority

NEPRA Tower

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

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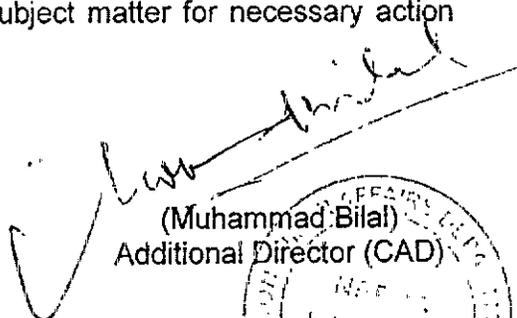
Consumer Affairs  
Department

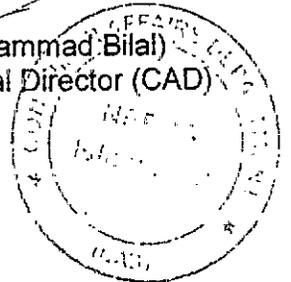
TCD 02/ 180 -2026  
January 12, 2026

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. MEHBOOB RAMZAN & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DISCONNECTION OF SUPPLY**  
Complaint # IESCO-NHQ-60852-09-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated January 9, 2026 regarding the subject matter for necessary action and compliance within thirty (30) days.

  
(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. Mr. Mehboob Ramzan,  
Shop at Al-Feroze Market, Rawalpindi  
0333-5153236



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

**Complaint No. IESCO-NHQ-60852-09-25**

Mr. Mehboob Ramzan & Others,  
Shop at Al-Feroze Market, Rawalpindi  
0333-5153236

.....Complainants

**VERSUS**

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

.....Respondent

**Date(s) of Hearing:** November 11, 2025

**Complainant:** Mr. Mehboob Ramzan & Others

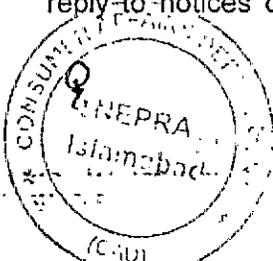
**Respondent:** Syed Murad Ali Shah, SDO, IESCO

**Subject:** COMPLAINT FILED BY MR. MEHBOOB RAMZAN & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DISCONNECTION OF SUPPLY  
Complaint # IESCO-NHQ-60852-09-25

Through this decision, the Complaint filed by Mr. Mehboob Ramzan and others (hereinafter referred to as the "Complainants" or "Consumers") 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 Complainants are commercial consumers of IESCO under the A-2(a) tariff category. In the said complaint, the Complainants stated that they have been running shops in the Al-Feroze Market for the last 25 years, and are paying their monthly bills regularly since the installation of the connections. The Complainants further stated that IESCO disconnected the electric supply to their shops on August 28, 2025, without any reason against which IESCO was approached, where they were forced to install a dedicated distribution transformer on cost deposit basis for the plaza and supply was restored temporarily by SDO. The Complainants finally prayed NEPRA to resolve the dispute on merit.

3. The matter was taken up with IESCO for submission of the report/comments to the complaint vide letter No.TCD 02/3847-2025 dated September 10, 2025. In response, IESCO vide letter dated September 24, 2025, reported that the impugned plaza was initially energized from a 200 kVA distribution transformer, which consists of multiple floors. In order to reduce the burden on the said transformer, SDO IESCO served a notice to the owner of Al-Feroze Market/ Plaza for the installation of an independent transformer. However, due to the non-receipt of any reply to notices of IESCO within the stipulated time, the electricity supply of the plaza was



disconnected. The report of IESCO was sent to the Complainants for information/re-joinder. In response, the Complainants submitted a rejoinder on 09.10.2025, wherein they informed that their issue has not yet been resolved by IESCO permanently.

5. To resolve the matter, a hearing was conducted on November 11, 2025, at NEPRA Head Office in Islamabad. During the proceedings, the Complainants apprised that SDO IESCO is still forcing them to install a dedicated transformer at the old plaza where the supply is being fed through a 200 kVA common distribution transformer by IESCO for 25 years. The Complainants further submitted that there are total 18 Nos. of mixed load and tariff connections running at the plaza, which pertain to different owners and lessees of the plaza and 02 other commercial connections of the first floor are being supplied electricity separately by the IESCO, for which a 50 kVA dedicated transformer has recently been approved by XEN(Opt.) IESCO for the net metering connection. As per the Complainants, the maintenance work of the existing distribution transformer has been carried out by IESCO for a long period. Conversely, the IESCO's representative rebutted the version of the Complainants and argued that the connected load of the plaza has been increased significantly by the occupants, which has overburdened the 200 kVA common distribution transformer; therefore, there is a need for a separate dedicated transformer for the plaza to ensure a smooth supply of electricity to the Consumers.

6. In view of the foregoing discussion, it is concluded that:

- i The connections of the Complainants are quite old, IESCO cannot ask the Complainants for sharing charges at this stage. IESCO is refrained from disconnection of the supply of any consumer who is being fed from the (old) plaza through a 200 kVA distribution transformer, subject to their payment of current bills.
- ii IESCO may install a new transformer for the plaza in case of overloading at the site and debit the transformer sharing charges as per the connected load of each consumer, and recovery be made from each consumer in easy installments.

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

  
(Ubed Ullah Memon)

Member Complaints Resolution Committee/  
Director (CAD)



(Muhammad Irfan UI Haq)

Member Complaints Resolution Committee  
/Assistant Legal Advisor

  
(Naweed Irfan Shaikh) 09/01/26  
Convener Complaints Resolution Committee/  
Director General (CAD)

Islamabad, January 09, 2026

