



National Electric Power Regulatory Authority

NEPRA Tower

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

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs
Department

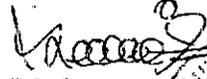
TCD.02/ 317 -2026
January 20, 2026

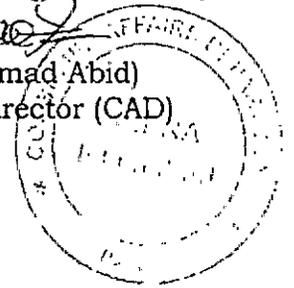
Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZABIH ULLAH
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST IESCO REGARDING DETECTION BILL (AC # 05 14131 0737500)**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated January 20, 2026 for necessary action and compliance within fifteen (15) days.

Encl: As above


(Muhammad Abid)
Deputy Director (CAD)



Copy:-

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4
Islamabad.
2. Executive Engineer (Operation),
IESCO Bhara Kahu Division,
Bhara Kahu, Islamabad.
3. Mr. Zabih Ullah,
R/o Gulzar-e-Ali Road, Barakahu,
Islamabad. 0313-6258140

{ For necessary action, please. }



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

Complaint No. IESCO-NHQ-64990-11-25

Mr. Zabih Ullah,

R/o Gulzar-e-Ali Road, Bhara Kahu, Islamabad.
0313-6258140

..... Complainant

Versus

Islamabad Electric Supply Company (IESCO),

Street No 40, G-7/4, Islamabad.

..... Respondent

Date of Hearing(s): December 24, 2025

Complainant: Mr. Zabih Ullah

Respondent:

- i. XEN (Opt.) Absent,
- ii. SDO Bhara Kahu R, IESCO
- iii. Line Man(I), Mr. Qaiser Mehmood,
- iv. Line Man(II) Mr. Gul Said

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZABIH ULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 05 14131 0737500)**

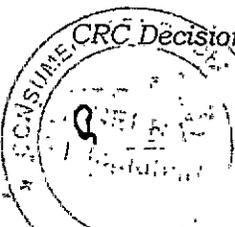
DECISION

Though this decision, the complaint filed by Mr. Zabih Ullah (hereinafter referred to as the "Complainant" or "Consumer") against Islamabad Electric Supply Company (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") is being disposed of.

2. Brief facts of the case are that, NEPRA received a complaint in November 2025 wherein, the Complainant stated that some officials from IESCO visited at premise on November 19, 2025 at (12.00 pm) during his absence at home and conveyed an allegation of theft the electricity to his family verbally. Then, he immediately contacted IESCO regarding the matter; however, the issue was not resolved by IESCO. Accordingly, the Complainant challenged this matter before NEPRA, seeking intervention and a merit-based resolution.

3. The matter was taken up with IESCO vide letter dated November 20, 2025 and hearing was held on November 21, 2025 wherein SDO (Opt. Urban) was unable to substantiate the allegation of electricity theft as reported by the staff of IESCO and XEN (Opt.) vide letter dated September 19, 2025. Moreover, SDO committed to review the said matter on merit and submit a report to this office, shortly.

4. Meanwhile, IESCO issued a detection bill of Rs.88,289/- to the Complainant in the month of November 2025 and subsequently, revisited at the Complainant's premises on November 22, 2025 at 1.45 pm, in presence of the Complainant. Following this, no evidence



of electricity theft was established during the inspection. At that time, IESCO's field staff acknowledged that the previous report was inaccurate and assured the Complainant for withdrawal of the earlier theft of electricity report.

5. Another hearing was also held on December 24, 2025 wherein SDO (Opt. Ruler) appeared in the hearing and failed to submit any tangible evidence against the allegation of theft of electricity as leveled by the field formations of IESCO apart from a video, which was made by the complainant during the site visit by the staff of IESCO at a later stage after conducting a sponce joint site survey. From analysis of this record made so available, it indicates that IESCO has not presented any substantive evidence of electricity theft.

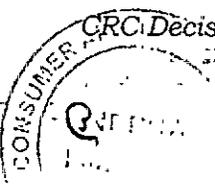
6. The case has been examined in light of the record provided by both parties, arguments presented during the hearing, and applicable law. The following observations have been made:

i. IESCO issued a detection bill of Rs. 88,289/- in November 2025 for the period from July 2025 to September 2025 (three months), without prior notice. This bill was based on a connected load of 4 kW, citing discrepancies related to the direct use of electric supply through PVC wire. However, no evidence of electricity theft has been placed on record as per clauses 9.1.4 and 9.2.2(c) of the Customer Service Manual (CSM), therefore, the involvement of the Complainant in theft cannot be established.

ii. The units consumed during the disputed period have not been deducted from the detection bill by IESCO, which is contrary to the applicable procedures. According to clause 9.2.3(b) of the CSM, IESCO should have adjusted the units already billed during routine billing from the detection bill.

iii. A comparison of the monthly bills from August 2024 to December, 2025 indicates that there has been no significant variation over the past years in the season-wise compression of the recorded consumption. The Complainant has consistently paid monthly bills in accordance with their electricity usage since his agreement i.e. August, 2024 and onwards. The billing record of the impugned connection thus does not support the allegations made by IESCO on November 2025 and reveals a lack of evidence to justify the detection bill, indicating that the report of theft was baseless.

Units already charged			
Month(2024)	Units	Month(2025)	Units
Jan	-	Jan	132
Feb	-	Feb	123
Mar	-	Mar	114
Apr	-	Apr	191
May	-	May	276
Jun	-	Jun	486
Jul	-	Jul	500
Aug	17 (Signed a rent agreement)	Aug	384
Sep	270	Sep	374
Oct	345	Oct	381
Nov	224	Nov	170 (site checked)
Dec	140	Dec	135 (D.bill charged for the period from 7-25 to 9-25)
Twelve Months Average : units/month			272



7. IESCO failed to substantiate their claim of electricity theft as per Chapter 9 of the CSM, which outlines the procedures for establishing illegal abstraction of electricity and the issuance of detection bill is unlawful.

8. In light of the above, IESCO is hereby directed to withdraw the disputed bill of Rs. 88,289/- issued to the Complainant, concerning the allegation of electricity theft, as it was issued without fulfilling the relevant legal provisions and without any logical justification.

9. The Compliance report in this regard be submitted to this office within fifteen (15) days.


(Ubaid Ullah Memon)
Member Complaints Resolution Committee
Director (CAD)


(Muhammad Irfan Ul Haq)
Member Complaints Resolution Committee
Assistant Legal Advisor


(Naweed Ullah Shaikh) 20/01/26
Convener Complaints Resolution Committee/
Director General (CAD)



Islamabad, January 20, 2026