



National Electric Power Regulatory Authority

NEPRA Tower

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

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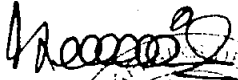
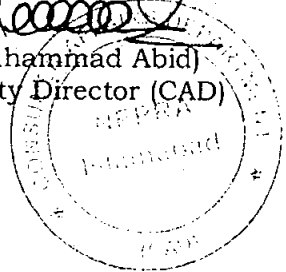
**Consumer Affairs
Department**

TCD 02/3227-2026
September 1, 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 FILED BY M/S IMTIAZ GROUP (PRIVATE) LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DELAY IN PROVISION OF CONNECTION Complaint # IESCO-NHQ-75096-06-26**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 1, 2026 regarding the subject matter for necessary action and compliance.


(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. Chief Engineer (Planning),
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
3. M/s Imtiaz Group (Private) Limited,
Level-7, Prestigo Trade Centre, Near Jail Chowrangi,
Block-3, KCHS, Mian Shaheed-e-Millat Road, Karachi.
0213-5205037



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-75096-06-26

M/s Imtiaz Group (Private) Limited
Level-7 Prestige Trade Center, Block 3, KCHS
Main Shaheed e Millat Road, Karachi.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 05, 2026

**On behalf of
Complainant:**

Major Sabir Hussain
Mr. Zafar Iqbal

Respondent:

Syed Ghazanfar Addl. Director (P&E), IESCO
Mr. Mazhar Muhammad Iqbal, AD (P&E), IESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S IMTIAZ GROUP (PRIVATE) LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DELAY IN PROVISION OF CONNECTION

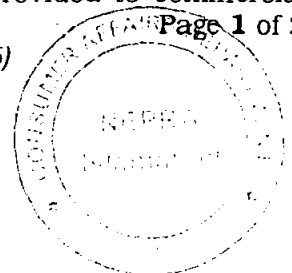
DECISION

This decision shall dispose of the complaint filed by M/s Imtiaz Group (Private) Limited (hereinafter referred to as the "Complainant") 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")

2. Brief facts of the case are that M/s Imtiaz Group applied to IESCO for provision of an electricity connection for its project i.e. Imtiaz Specialized Mall, E-11, Islamabad as the planning permission for the Imtiaz Specialized Mall was granted by CDA, however, the electricity connection was denied by IESCO. The matter was taken up with IESCO and a hearing was also held at NEPRA Head Office, Islamabad which was attended by both the parties wherein the matter was discussed in detail. During the hearing, IESCO officials submitted that the provision of electricity connection to Imtiaz Specialized Mall with load requirement of 2.228 MW is pending due to non-submission of the required approval of building plan.

3. Perusal of the documentary evidence provides that planning permission for Imtiaz Specialized Mall was granted by CDA on August 08, 2023 having, inter alia, a compulsory requirement of the approved building plan for the commercial project which is currently under process with Building Control Department, CDA. According to clause 3.3.1 (iv) of Consumer Service Manual (CSM), temporary connection can be provided to commercial

CRC Decision: M/s Imtiaz Group vs IESCO (IESCO-NHQ-75096-06-26)



plazas if case for approval of layout plan/NOC is under process with the concerned civic agency. Further, as per clause 3.4.3 of CSM, in cases where NOC or approval of Layout Plan (LoP)/map of the premises is under processes of approval with the concerned civic agency, DISCO may continue the temporary connection for a period of six (6) months. As above, the case for approval of building plan is under process with CDA which provides eligibility for Imtiaz Specialized Mall to obtain temporary connection up to six months.

4. Foregoing in view, IESCO is directed to provide temporary connection(s) to Imtiaz Specialized Mall subject to completion of all the codal formalities and that the temporary connection shall only be converted into permanent/regular connection subject to approval of Layout Plan by CDA. Taking consideration into expected delay in completion of construction of 11 kV feeder for Imtiaz Specialized Mall, IESCO is also directed to issue demand notice if requested by the Complainant for construction of dedicated 11 kV feeder subject to completion of all codal formalities. However, the energization of the feeder will be subject to final approval of LoP by CDA.


(Lashkar Khan Qambrani)

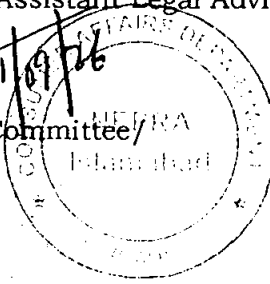
Member Complaints Resolution Committee/
Director (Consumer Affairs)


(Muhammad Irfan ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Hlani Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)



Islamabad, September 01, 2026