



**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/ 3147 -2026  
August 27, 2026

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

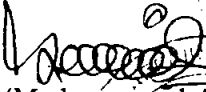
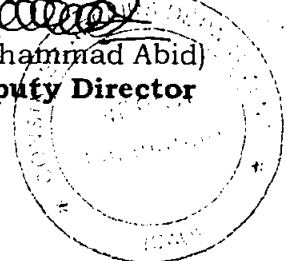
**SUBJECT:DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KASHIF MEHMOOD, GENERAL MANAGER, D.WATSON (GROUP OF PHARMACIES) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL ( AC # 31 14616 6172600 )**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 27, 2026 for necessary action and compliance within thirty (30) 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 Pindi Cantt. Division, Rashid Minhas Road,  
Marrir Hassan, Rawalpindi.
3. Mr. Kashif Mehmood, General Manager,  
D. Watson (Group Pharmacies),  
Head Office Blue Area, Islamabad.

  
(Muhammad Abid)  
**Deputy Director**  




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

**Complaint No. IESCO-NHQ-76708-07-26**

**Mr. Kashif Mehmood, General Manager** ..... **Complainant**  
D-Watson (Group Pharmacies),  
Head Office, Blue Area, Islamabad

**VERSUS**

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

**Date(s) of Hearing** : August 11, 2026

**Complainant** : Mr. Kashif Mehmood, General Manager

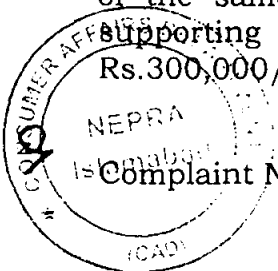
**Respondent** : 1. Ms. Rabia Fawad, Additional SE, IESCO  
2. Mr. M. Rashid Khan, Addl. Director (Commercial)

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KASHIF MEHMOOD, GENERAL MANAGER, D-WATSON (GROUP OF PHARMACIES) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (Ref No.31-14616-6172600)**

Through this decision, the complaint filed by Mr. Kashif Mehmood, General Manager, D-Watson (Group of Pharmacies) (hereinafter referred to as the "Complainant" or "Consumer") 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 Complainant is the commercial consumer of IESCO bearing Ref No.31-146166172600 having a sanctioned load of 70 kW and the applicable tariff category is A-2C. IESCO charged a detection bill of Rs.1,392,942/- for 26,863 units for three months i.e. from March 2026 to May 2026 to the Complainant in July, 2026, which was challenged by him before NEPRA through the complaint dated July 23, 2026

3. NEPRA vide letter No. TCD 02/2553-2026 dated July 23, 2026 directed IESCO (i) to test the accuracy of the impugned meter of the Complainant and submit results of the same; (ii) to file reply/para-wise comments to the complaint along with supporting document within seven (07) days and (iii) to issue provisional bill of Rs.300,000/- to the Complainant and defer the remaining amount till August 31,



Complaint No. IESCO-NHQ-76708-07-26

2026. In response, IESCO vide letter No.5234-36 dated August 10, 2026 submitted its report against the complaint. However, the Complainant paid the full amount of detection bill due to threat of disconnection of electricity by IESCO.

4. In this regard, a hearing in the subject matter was held on August 11, 2026 at NEPRA Head Office, Islamabad, which was attended by both the parties i.e. (IESCO & the Complainant). During the proceedings of the case, it was revealed that M&T team of IESCO checked the LT (TOU) meter of the Complainant on May 21, 2026 and it was found 33% slowness due to blue defective CT. Therefore, the Complainant was charged a detection bill of 26,863 units amounting to Rs.1,392,942/-.

5. Arguments were heard and the record placed before us was examined. Following are our observations:

- i. In the instant case, the M&T team of IESCO checked the metering equipment of the Complainant on May 21, 2026 and the impugned meter was found running 33% slow due to blue CT dead. Therefore, IESCO debited a detection bill of Rs.1,392,942/- for 26,863 units for three months i.e. from March 2026 to May 2026, to the Complainant, which is under dispute.
- ii. According to Clause 4.3.3c (ii) of the CSM-2025, IESCO may charge the detection bill maximum for two billing cycles retrospectively in case of slow meter. However in the instant case, IESCO debited the detection bill for three months, which is contrary to the ibid clause of the CSM-2025. Even otherwise, NEPRA Authority vide order dated 13.06.2024 retained the period of supplementary/detection bill for two billing cycles in case of the slowness of the metering equipment/defective CTs as mentioned in Clause 4.4(e) of CSM-2010 (existing Clause 4.3.3 of CSM-2021).

6. In view of what has been stated above, we conclude that:

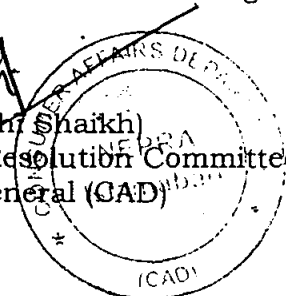
- i. The detection bill of Rs.1,392,942/- for 26,863 units for three months i.e. from March 2026 to May 2026 charged to the Complainant is unjustified, being contrary to the Clause 4.3.3c(ii) of the CSM-2025 as well as in violation of the order dated 13.06.2024 of the Honorable Authority and the same is cancelled.
- ii. The Complainant may be charged the revised detection bill for two billing cycles retrospectively prior to the date of checking i.e. May 21, 2026 of M&T IESCO and the bills with enhanced MF due to 33% slowness be charged w.e.f checking dated May 21, 2026 and onwards till the replacement of the impugned meter or faulty CT, pursuant to Clause 4.3.3c of the CSM-2025.
- iii. Billing account of the Complainant may be overhauled, accordingly.

7. A Compliance report be submitted to this office within thirty (30) days.

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

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

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



Dated: 27 August, 2026