



National Electric Power Regulatory Authority

NEPRA Tower

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

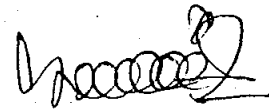
TCD.02/ 3196 -2026
August 31, 2026

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY COMPLAINT
FILED BY MR. TALIB HUSSAIN SHEIKH UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE
BILLING AND TESTING OF AMI METER (AC # 13 14352 2666200)**
Complaint # IESCO-NHQ-76640-07-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 31, 2026 for necessary action.

Encl: As above


(Muhammad Abid)
Deputy Director

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad
2. Mr. Talib Hussain Sheikh,
R/o Colony Street No.4, Tench Bhatta,
Rawalpindi, 0300-8309481



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-76640-07-26

Mr. Talib Hussain Sheikh

..... **Complainant**

R/o House No.C.B/3198, St.26, Jan Colony,
Kamalabad-III, Dhoke Syedan, Rawalpindi.

VERSUS

Islamabad Electric Supply Company (IESCO)

..... **Respondent**

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

Date(s) of Hearing: August 10, 2026
August 18, 2026

Complainant: Mr. Talib Hussain Sheikh

Respondent: Mr. Shahnawaz, XEN (M&T) IESCO
Mr. Azcem, XEN(Opt.) IESCO
Mr. Tanveer Hussain, SDO IESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TALIB HUSSAIN SHEIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING AND TESTING OF AMI METER (AC # 13 14352 2666200)

DECISION

In pursuance of the Order of the Honourable High Court, Islamabad, dated July 27, 2026 in Writ Petition No.3604/2026, this decision shall dispose of the complaint filed by Mr. Talib Hussain Vs. IESCO, etc. (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").

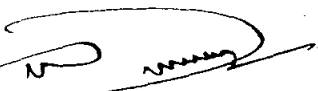
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2. Brief history of the case is that NEPRA received an Order of the Honourable High Court, Islamabad, dated July 27, 2026, with the direction to decide the complaint, after hearing all concerned, in accordance with the provisions of law through a speaking order on the complaint filed by the Complainant, i.e. Mr. Talib Hussain Sheikh.

3. In this regard, a hearing was held on August 10, 2026, at NEPRA Head Office, Islamabad, wherein the Complainant reiterated his grievance regarding excessive bills charged by IESCO during the months of May and June 2026 and requested an immediate technical examination of the matter. The matter was discussed in detail, and IESCO was directed, vide letter dated August 13, 2026, to conduct a site visit through the M&T team in coordination with the Complainant to check the meter accuracy and submit the results/report of the meter in the next hearing.

4. Subsequently, another hearing was held on August 18, 2026. During the hearing, the representatives of IESCO, i.e., XEN (M&T) & XEN (Opt.), apprised that the meter installed at the Complainant's premises had jointly been checked/tested and it was observed that there was no irregularity found in the meter, and the monthly billing had been charged to the Complainant as per the actual meter dial. Therefore, the bills are justified.

5. In view thereof, further proceedings in the matter are being closed by this office.


(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 Illahi Shaikh) 31/8/26
Convener, Complaints Resolution Committee/
Director General (CAD)

Copy to:

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