



National Electric Power Regulatory Authority

- NEPRA Tower

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

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**Consumer Affairs
Department**

TCD.02/3197 -2026
August 31, 2026

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

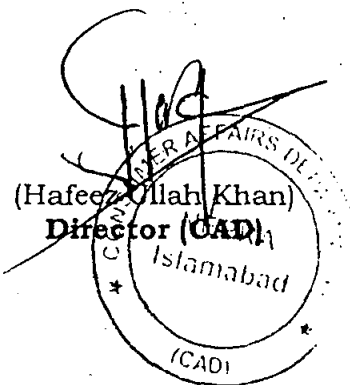
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAEEM RAFIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING (AC # 11 14119 2602205)**
Complaint # IESCO-NHQ-61749-09-25

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

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 Islamabad-1 Division,
Street No 40, G-7/4, Islamabad.
3. Mr. Naeem Rafique,
R/o Al-Syed Avenue, Chattha Bakhtawar,
Islamabad.0332-5486183





BEFORE THE NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-61749-09-25

Mr. Naeem Rafique

R/o Al-Syed Avenue, Chattha Bakhtawar,

Islamabad.

0332-5486183

.....Complainant

VERSUS

Islamabad Electric Supply Company (IESCO)

.....Respondent

Date of Hearing(s):

February 17, 2026

February 04, 2026

January 15, 2026

December 23, 2025

October 16, 2025

June 10, 2026

On behalf of Complainant:

Mr. Naeem Rafique

Respondent:

Mr. Arif ul Haq, XEN (Islamabad-1)

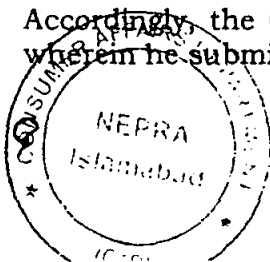
Mr. Zaheer Ahmed, Add. XEN

SDO (Tarlai), IESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY NAEEM RAFIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING (AC # 11-14119-2602205)

This decision shall dispose of the complaint filed by Mr. Naeem Rafique (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (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 Naeem Rafique, the Complainant is commercial consumer of IESCO bearing Ref No.11-14119-2602205, having a sanctioned load of 06 kW and the applicable tariff category is A-2a. The Complainant initially filed Complaint No.WMS-HQR/0009127/24 before Wafaqi Mohtasib against IESCO with regard to excessive billing done in October 2024. Subsequently, Wafaqi Mohtasib vide order dated 20.12.2024 disposed of the above complaint with the direction to the Complainant to approach NEPRA for redressal of his grievance. Accordingly, the Complainant approached NEPRA through the instant complaint, wherein he submitted that new connection was sanctioned by IESCO in June 2023,



however, IESCO disconnected the electricity supply of his premises in December 2023 despite the fact that all monthly bills were paid regularly. Later on, IESCO restored the electricity supply in May 2024 and issued him a provisional bill of Rs.145,000/- in June 2024 for payment, which was paid in time. Thereafter, no monthly bills were issued by IESCO till September 2024. In October 2024, IESCO charged two bills, i.e., the first bill of 5,068 units and the second bill for 33,540 units, to the Complainant.

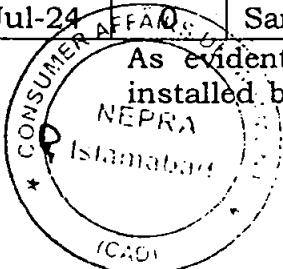
3. In this regard, hearings were held on October 16, 2025, December 23, 2025, January 15, 2026, February 4, 2026, February 17, 2026 and June 10, 2026 at NEPRA, Head Office, Islamabad, which were attended by both parties. During the proceedings, it was revealed that the Complainant's electricity meter bearing No. 500988 was inspected by the Circle Manager (M&T), IESCO Islamabad, on September 10, 2024, and issued a report vide office memo No.12011-13 dated September 24, 2024, which revealed that 33,539 units were found pending. After completing departmental formalities, the pending units were charged in the billing cycle for October, 2024. It was also found that the Complainant had unlawfully relocated the meter from the pole to the backyard of the premises. As a result, the meter reader was unable to record the readings from May, 2024 onwards. Furthermore, the investigation revealed that the Complainant had a sanctioned load of 6 kW, whereas he used a load of 30 kW approximately at the site. The premises operating as Abasyn Girls Hostel is a three-story building with an approximate area of 5,400 sq. ft. The billing amount is justified based on the actual load of the building. SDO further informed that the Complainant had hidden the meter on the backside of the house. It was disconnected on 10 September, 2024 by the M&T Team while the Complainant filed the report of his missing meter in October, 2024.

4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing, and applicable law. Following has been observed:

i. To reach just conclusion, the consumption data of the Complainant is reproduced below:

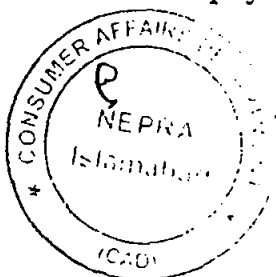
Month	Units	Status	Month	Units	Status	Month	Units	Status
Aug-23	2307	New Con.	Sep-24	0	Same Read	Sep-25	0	Replaced
Sep-23	1276	Active	Oct-24	5068+ 33540	Replaced	Oct-25	0	Same Read
Oct-23	581	Active	Nov-24	0	Same Read	Nov-25	0	lock
Nov-23	271	Disc.	Dec-24	0	Same Read	Dec-25	0	Same Read
Dec-23	152	Disc.	Jan-25	0	Same Read	Jan-26	0	Same Read
Jan-24	0	Disc.	Feb-25	0	Disc.	Feb-26	0	Same Read
Feb-24	0	Disc.	Mar-25	0	Disc.	Mar-26	0	Disc.
Mar-24	0	Disc.	Apr-25	0	Disc.	Apr-26	0	Recon.
Apr-24	0	Disc.	May-25	0	Disc.			
May-24	0	Recon.	Jun-25	0	Disc.			
Jun-24	0	Same Read	Jul-25	0	Disc.			
Jul-24	0	Same Read	Aug-25	0	Disc.			

As evident from the above table, a new commercial connection was installed by IESCO in June 2023, and the first bill was issued against



2,307 units in August 2023. The Complainant defaulted in payment of Rs.14,260/-, hence electricity of the premises was disconnected by IESCO in November 2023, and ERO was issued vide IESCO memo No.4777 dated 06.12.2023. Subsequently, IESCO reconnected the electricity of the premises vide reconnection order (RCO) dated 21.04.2024 with readings, i.e., T1=163 and T2=4424. Thereafter, the Complainant paid the provisional bill of Rs.145,000/- in June 2024.

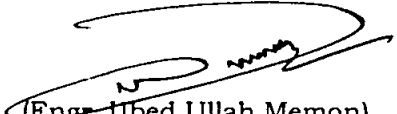
- ii. Electricity bills for the period from May 2024 to September 2024 were charged to the Complainant with the same-to-same read. In October 2024, IESCO charged two bills, i.e., the first bill of 5,068 units and the second bill for 33,540 units, to the Complainant, being the difference of total 4,587 units already charged and total 43,194 reading retrieved based on the M&T report dated September 10, 2024).
- iii. As per IESCO's official, the impugned meter was shifted by the Complainant from pole to backyard of premises without knowledge of IESCO, due to which monthly meter readings were not taken/reported by the concerned Meter Reader for a long period. As a result, the Complainant was charged accumulated units in the bill of October 2024 on the recommendation of M&T for payment, and an explanation letter has also been issued to the meter reader for the said issue. IESCO should have required to report discrepancy of missing meter, however IESCO failed to do so.
- iv. To ensure recording of correct meter reading, the percentage check over the readings as per Clause 6.2.1 of the CSM is mandatory, which prescribes that the Line Superintendent/In-charge of reading section will carry out the following checks over the readings recorded by the Meter Readers, over and above the discrepancies already noted by him from the readings supplied by the Meter Reader.
- v. IESCO claims that total 38,608 units were recorded by the impugned meter from May 2024 to October 2024 i.e. @ 6,434 units/month, such high consumption has never been recorded in the billing history of the Complainant. Disputed 38,608 units charged in October 2024 are even not compatible with the units assessed as per the applicable load factor given in CSM-2021.
- vi. The Complainant contended that he was not using the supply at his premises during the disputed period and requested the withdrawal of the disputed billing/units charged by IESCO, when the supply was disconnected. In support of his contention, the Complainant submitted certificate of occupancy No.02-FeB/ILA dated 03.02.2026, wherein it was certified that the premises remained occupied from August 2023 to June 2024, thereafter remained unoccupied till date due to renovation.
- vii. The Complainant approached IESCO in May 2024 for final bill. IESCO issued bill of Rs.149,000/- to the Complainant, which was paid by him in June 2024. However IESCO did not point out any discrepancy or missing report of the impugned meter. Subsequently, the Complainant further made payment of Rs.500,000/- in July 2025 against the impugned bill.



5. In view of what has been stated above, it is concluded as under:

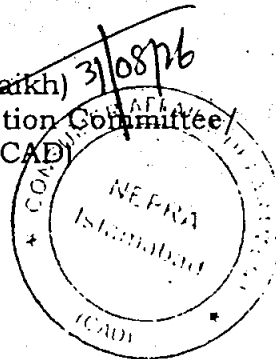
- i. The bill of total 38,608 units charged by IESCO to the Complainant in October 2024 is unjustified being contrary to the provisions of CSM-2021 and the same is cancelled.
- ii. Nil consumption was charged against the monthly bills from May 2024 to October 2024, however IESCO neither filed any missing report of the impugned meter nor installed another meter at site.
- iii. From the analysis of the Complainant's billing history, the highest consumption recorded in August 2023 was 2,307 units, it would be fair and appropriate to charge the revised bills @ 2,307 units/month for the period from May 2024 to October 2024 as per consumption recorded in August 2023.
- iv. IESCO is directed to overhaul the billing account of the Complainant after making adjustment of payments made against the impugned bills.

6. The Complaint is being disposed of in the above terms.


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


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


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



Islamabad August 31, 2026