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/ 3776 -2026
October 02, 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. MUHAMMAD SHAFIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 15 14126 3457101)**
Complaint # IESCO-NHQ-61749-09-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 02, 2026 for necessary action and compliance.

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. Executive Engineer (Opt.),
   IESCO Islamabad-II Division, Street 17, Warask Road,
   Near Sui Gas Chowk, Sector I-9 Markaz,
   Islamabad.

3. Mr. Muhammad Shafique,
   R/o Mara Aku, Post Office Golra Sharif,
   Main Stop, Lala Taj Hotel, Islamabad.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. IESCO-NHQ-74695-06-26

Mr. Muhammad Shafique ..... **Complainant**
R/o Mara Aku, Post Office Golra Sharif,
Main Stop, Lala Taj Hotel, Islamabad.

VERSUS

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

Date of Hearing: August 25, 2026

Complainant: Absent

Respondent: Mr. Asad Tanveer, SDO (Operation), IESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAFIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 15 14126 3457101)**

This decision shall dispose of the complaint filed by Mr. Muhammad Shafique (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (hereinafter referred to as the "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 a complaint was received at NEPRA, wherein the Complainant submitted that his meter became defective in August 2025 and was subsequently replaced in September 2025. As per Complainant, IESCO charged a detection bill of Rs. 35,204/- for 533 units in January 2026, which is unjustified.

3. The matter was taken up with IESCO, wherein IESCO submitted that the defective meter was sent to the M&T department for data retrieval which reportedly retrieved 533 pending units, therefore, a detection bill for the said 533 units was charged to the Complainant.

4. In order to proceed further, a hearing was held at the NEPRA Head Office, Islamabad on August 25, 2026, wherein an IESCO official participated and the matter was discussed in detail. The concerned official submitted that defective meter was checked in M&T laboratory, wherein, 533 units were found uncharged therefore, impugned detection bill was charged to the Complainant to recover the revenue loss. In this regard, IESCO official was directed to submit the data retrieval report, meter changing order, and meter reading snapshot for further examination of the matter.

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

i. The Complainant's residential connection installed against Ref. No.15-14126-3457101 R was charged a detection bill of 533 units by

IESCO in January 2026 on the basis of a purported data retrieval report of the impugned meter, which was challenged by the Complainant before this forum.

ii. In order to examine and verify the justification of the impugned detection bill, the consumption data of the Complainant is reproduced below:

Month/Year	2024 (Units)	2025 (Units)	2026 (Units)
January	114	97	165
February	192	102	176
March	195	87	238
April	294	256	316
May	467	329	452
June	491	346	344
July	403	343	
August	242	242-DEF	
September	257	257-RP	
October	180	0	
November	108	0-SS	
December	60	17	

Perusal of the above table reveals that the Complainant's meter became defective in August 2025 and was subsequently replaced by IESCO in September 2025. As per IESCO, the replaced meter was sent to the M&T Department for data retrieval, wherein, 533 units were found uncharged. Therefore, a detection bill of 533 units was charged to the Complainant in January 2026. However, IESCO failed to place on record the data retrieval report of the M&T department in support of its claim regarding 533 pending units as desired by this forum vide letter dated September 15, 2026. Hence there is no justification to charge further detection bill to the Complainant.

6. Foregoing in view, IESCO is directed to withdraw the aforementioned detection bill of 533 units charged to the Complainant in January 2026 as the Complainant has already been charged on DEF-EST code for two months i.e. August 2025 and September 2025, pursuant to Clause 4.3.2(b) of the CSM-2021. IESCO is further directed to overhaul the billing account of the Complainant within thirty (30) days.

7. The instant complaint is disposed of in above terms.

(Ubed Ullah Memon)
Member, Complaints Resolution Committee
Addl. Director General (Consumer Affairs)

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

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

04/10/26

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Islamabad, October 02 , 2026