National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD 02/4396 -2026
November 6, 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. RASHID TANVIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DISCONNECTION NOTICE FOR A DG CONNECTION (REF # 24 14119 1595301)**
Complaint # IESCO-NHQ-77567-08-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated November 6, 2026 regarding the subject matter for necessary action and compliance within thirty (30) days.

(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. Mr. Rashid Tanvir,
   Muhala Banni, Daak Khana Khaas,
   Tarlai Kalan, Islamabad.
   03345072233

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. IESCO-NHQ-77567-08-26

Mr. Rashid Tanvir, ... **Complainant**
Muhala Banni, Daak Khana Khaas,
Tarlai Kalan, Islamabad.
Contact: 03345072233

VERSUS

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

Date of Hearing: September 10, 2026

Complainant: Mr. Rashid Tanvir

Respondent: Mr. Arif-ul-Haq, XEN(Opt.), IESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RASHID TANVIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST IESCO REGARDING DISCONNECTION NOTICE FOR A DG CONNECTION (REF # 24 14119 1595301)**

This decision shall dispose of the complaint filed by Mr. Rashid Tanvir, Muhala Banni, R/o Daak Khana Khaas, Tarlai Kalan, Islamabad (hereinafter referred to as the Complainant") against Islamabad Electric Supply Company (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 NEPRA received a complaint dated July 29, 2026, from Mr. Rashid Tanvir concerning incorrect monthly bills issued by IESCO in respect of his net-metering connection, which was approved by IESCO on October 28, 2025, under Account No. 24-14119-1595301. An AMI meter was subsequently installed at the premises in January 2026. For correction of the disputed bills, the Complainant approached IESCO but the said issue remained unresolved.

3. The matter was taken up with IESCO, and a hearing was held on September 10, 2026, at NEPRA's Head Office in Islamabad. During the hearing, the Complainant stated that, when he had applied to IESCO for a net-metering license in October 2025, he paid all the relevant amounts in cash to the concerned Line Superintendent (LS), Mr. Waseem, at his request. The said payments were stated to be in lieu of demand notices for load extension and the installation of an AMI/green meter. The Complainant further stated that the LS

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installed AMI meter No. 41861 on January 15, 2026, after paying Rs. 52,000/- against a demand notice dated September 20, 2026 for only AMI meter whereas the security cost related to load extension from 5 kW to 8 kW was not paid, resulting in incorrect monthly bills charged by IESCO.

4. Later, the Complainant approached IESCO, wherein he was informed that his sanctioned load of bill was 5 kW and same need to be updated. In this regard, SDO (opt), IESCO issued an additional demand notice for Rs. 2,760 on September 2026 for extension of the load from 5 kW to 8 kW, notwithstanding that a DG license had already been issued in October 28, 2025. The Complainant is presently being billed under the NEPRA (Prosumer) Regulations, 2026, which came into effect on February 9, 2026. However, his license was issued on October 28, 2025, under the NEPRA (Alternative & Renewable Energy) Distributed Generation and Net Metering Regulations, 2015. Having a net metering license should therefore have been dealt with under the earlier regulatory framework.

5. As above, the record reveals that the Complainant was not at fault. Even, IESCO admitted during hearing held on Sept. 10, 2026 that an inquiry has been initiated against the concerned LS. However, IESCO has not yet provided any supporting record of the disciplinary action taken against the concerned LS. It is also on record that the concerned SDO (opt.) vide letter dated May 21, 2026 requested the competent authority, IESCO to convert the connection from net billing to net metering under the 2015 Regulations.

6. The matter has been examined as per the applicable law in light of the record made so available and arguments advanced by both the parties during the hearing. The following has been observed as under:

(i) The Complainant currently has a DG connection under the A-2C commercial tariff, with a sanctioned load of 8 kW, and is being billed under the net-billing framework introduced by the NEPRA (Prosumer) Regulations, 2026.

(ii) The Complainant previously applied to IESCO for a net-metering connection and was granted DG License No. NMA/1411901032/2025 on October 28, 2025, under the 2015 Regulations, for a term of seven (7) years. The License specified a load of 10.37 kW; however, the Complainant's sanctioned load was only 5 kW, which was insufficient to meet the License requirements

(iii) In September 2026, the SDO (Operations), IESCO, issued an additional demand notice of Rs. 2,760 for enhancement of the sanctioned load. The Complainant paid the amount within the prescribed period, pursuant to the SDO's notice dated July 2026. He further asserted that he had already paid the relevant charges to the Line Superintendent (LS) in October 2025.

(iv) The record also includes another application, which was uploaded on the IESCO's web site by the complainant dated November 10, 2025, seeking a further increase in the DG load capacity from 10.3 kW to 15.2 kW. No progress on that application has been recorded to date.

(v) The NEPRA (Prosumer) Regulations, 2026, came into effect on February 9, 2026, and repealed the 2015 Regulations. However, cases processed before that date are to be dealt with under the regulatory framework applicable at the time. Notwithstanding this,

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the Complainant's monthly bills are being raised under the net-billing framework whereas, the Complainant already clarified that he paid the required amounts in cash to the concerned LS, Mr. Waseem, when he applied to IESCO for the net-metering license, including amounts for load extension and installation of an AMI/green meter. The LS subsequently installed AMI meter No. 41861 on January 15, 2026. The record indicates that the required demand notices relating to security cost/load extension from 5 kW to 8 kW were not duly processed, resulting in the billing record could not being updated and net metering not being commenced. IESCO's handling of the matter therefore appears to have been affected by negligence on the part of its staff. In this regard, IESCO has already stated that disciplinary proceedings have been initiated against the concerned LS.

7. In view of the above, IESCO is directed to place the connection of the Complainant under net-metering category in accordance with the provisions of the NEPRA (Alternative & Renewable Energy) Distributed Generation and Net Metering Regulations, 2015, as the net metering case was approved by IESCO for 10.37 kW prior to the promulgation of the NEPRA (Prosumer) Regulations, 2026. Further, necessary disciplinary proceedings be initiated against the concerned Line Superintendent (LS) and SDO (Opt.) for installation of AMI meter without payment of demand notices in lieu of cost for extension of load, etc.

8. The Complaint is disposed of in above terms and you are therefore directed to submit a compliance report within thirty (30) days, positively.

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

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

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

Islamabad, November 06 , 2026