**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/ 4047 -2026
October 16, 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 SHAWEZ KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING ( AC # 27 14216 3660100 )**
Complaint # IESCO-NHQ-49205-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 16, 2026 for necessary action and compliance within thirty (30) days.

**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 Taxila Division, Darbar Street,
   Wah Model Town Phase-I (Extension)
   Wah Cantt:
3. Mr. Muhammad Shawez Khan,
   House No.D-1, Street No.16, Phase-4,
   Officers Colony, Wah Cantt:
   0332-5757085

**BEFORE THE**

**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**

**(NEPRA)**

**Complaint No. IESCO-NHQ-49205-01-25**

**Mr. Muhammad Shawez Khan** ..... **Complainant**
House No. D-1, Street No. 16, Phase 4,
Officers Colony, Wah Cantt.
0332-5757085

**VERSUS**

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

| | |
|---|---|
| **Date of Hearing:** | March 06, 2025<br>March 17, 2025<br>May 08, 2025<br>May 14, 2026<br>July 01, 2026<br>August 24, 2026 |
| **Complainant** | Muhammad Shawez Khan |
| **Respondent** | Mr. Usman Hanif, XEN (Operation), IESCO<br>Mr. Baridad, Addl. XEN (Operation), IESCO<br>Mr. Naveed Iqbal, Addl. Director, IESCO<br>Mr. Shah Nawaz Khan, SDO (Operation), IESCO<br>Mr. Arshad Mehmood, SDO (Operation), IESCO |

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAWEZ KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE BILLING (AC # 27 14216 3660100)**

Through this decision, the complaint filed by Mr. Muhammad Shawez Khan (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") is being disposed of.

2. Brief facts of the case are that, NEPRA received a complaint from Mr. Muhammad Shawez Khan, wherein he agitated that IESCO charged him "wrong monthly fixed charges bills" for a long time and disconnected his industrial connection having a sanctioned load of 165 kW under B-2(b) tariff. The fact remains that the said disputed connection was not in use since the year 2021 after MCO and premises is still vacant. He further apprised that IESCO was approached many times but the matter remained unresolved.

3. The matter was taken up with IESCO and multiple hearings were also held with both the parties. During the hearings, IESCO informed that the Complainant has not formally applied for disconnection of the impugned connection. Therefore, the fixed monthly charges were accordingly levied from September 2022 to November 2023 as per SOP. Supply was disconnected in November 2023 due to non-payment of arrears, since, the Complainant paid his last electricity bill in June 2022 and after that no monthly bills have been paid by the Complainant up-to October, 2023.

4. IESCO further submitted that the Complainant also filed a Writ Petition No. 3152/2022 against IESCO before the Honorable Lahore High Court Rawalpindi Bench, therefore, disconnection of the electricity supply could not be processed. The Complainant, however, clarified in this regard that the above writ petition was filed by many CNG stations consumers of IESCO including him against FPA charges. However, no stay/restraining order was issued by the Honorable High Court. Whereas, the issue of monthly fixed charges is of separate nature and under adjudication before this forum.

5. In rebuttal, IESCO submitted vide reports dated May 30, 2025 and August 31, 2026, that an amount of Rs. 234,472/- has already been set-aside on account of the disputed FPA Charges as per the order of the Honorable Lahore High Court, Rawalpindi Bench, Rawalpindi. In addition, the Security deposit of the impugned connection is also adjusted against the arrears of Rs. 1,223,378/- accumulated till November 2023 and the remaining arrears of Rs.1,008,715/- are payable by the Complainant.

6. The case has been examined in light of the available record, submissions of both the parties in accordance with the applicable laws and provisions of the Consumer Service Manual (CSM). It has been revealed that the Complainant failed to make the payment of bills against his active electricity connection for a vacant premises since June 2022; however, IESCO was required to take action regarding disconnection of the supply in accordance with the prescribed procedure under the CSM as clearly envisaged in Chapter-8, which is reproduced as under:

***8.2 DISCONNECTION PROCEDURE***

*8.2.1 The consumer is bound to pay the electricity bill within the due date as specified in the bill or with the late payment surcharge if paid after the due date. The connection shall not be disconnected if any consumer fails to deposit the current month's bill provided that there are no outstanding dues.*

*8.2.2 In case of non-payment of the previous month's bill, DISCO shall issue notice of clear seven days along with the second month bill to the defaulting consumer to either clear the outstanding dues with the second month bill or face disconnection. The notice may also be printed/stamped on the electricity bill.*

*8.2.3 No connection shall be disconnected on default of one-month bill.*

*8.2.4 In case of non-receipt of payment and upon expiry of the due date given on the second month bill, the supply of the defaulting premises shall be disconnected. In such cases the disconnected supply shall not be reconnected or restored by DISCO until full payment along with late payment surcharge or payment in installments (allowed by DISCO), has been made by the consumer.*

*8.2.5 If the consumer fails to pay the bills of third month along with arrears of the previous two months within due date given on the third month bill, DISCO shall issue Equipment Removal Order (ERO) and remove the*

*metering installation/material and shall allot permanently disconnected code. The electric supply will only be restored upon payment of all outstanding dues (in full or installments) and completion of other codal formalities given in reconnection policy. However, if a DISCO does not remove the equipment for its own ease, the consumer shall not be held responsible for theft of electricity or material, if any.*

7. IESCO failed to produce any convincing evidence to establish that disconnection of the subject connection was legally restrained by the Honorable High Court or any restraining order of competent court of law from disconnecting the supply of the Complainant within the prescribed period as per the relevant ibid provisions of the CSM-2021. Mere pendency of the writ petition, without any restraining orders concerning disconnection of the subject connection, cannot, by itself, justify continuation of fixed charges for an extended period.

8. To further verify the contention of both parties, billing statement of the Complainant is reproduced below:

| Month | Units | MDI | Status | Month | Units | MDI | Status | Month | Units | MDI | Status |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Jan-21 | 160 | 1 | Active | Jan-22 | 0 | 0 | Same Read | Jan-23 | 0 | 83 | Same Read |
| Feb-21 | 0 | 0 | Same Read | Feb-22 | 0 | 26 | Active | Feb-23 | 80 | 83 | Active |
| Mar-21 | 80 | 0 | Active | Mar-22 | 0 | 0 | Same Read | Mar-23 | 160 | 83 | Active |
| Apr-21 | 0 | 0 | Same Read | Apr-22 | 80 | 2 | Active | Apr-23 | 80 | 83 | Active |
| May-21 | 560 | 2 | Active | May-22 | 320 | 2 | Active | May-23 | 80 | 83 | Active |
| Jun-21 | 640 | 38 | Active | Jun-22 | 160 | 2 | Active | Jun-23 | 320 | 83 | Active |
| Jul-21 | 640 | 2 | Active | Jul-22 | 320 | 2 | Active | Jul-23 | 480 | 83 | Active |
| Aug-21 | 640 | 2 | Active | Aug-22 | 320 | 0 | Active | Aug-23 | 480 | 83 | Active |
| Sep-21 | 400 | 3 | Active | Sep-22 | 160 | 83 | Active | Sep-23 | 240 | 83 | Active |
| Oct-21 | 480 | 83 | defective | Oct-22 | 240 | 83 | Active | Oct-23 | 240 | 83 | DISC |
| Nov-21 | 537 | 0 | Replaced | Nov-22 | 80 | 83 | Active | Nov-23 | 0 | 83 | DISC |
| Dec-21 | 23 | 0 | Active | Dec-22 | 0 | 83 | Same Read | Dec-23 | 0 | 0 | DISC |

Perusal of above billing statement of the Complainant revealed that the billing was being carried out with MF=80 against the impugned connection and during last three years, nil/minimum consumption was recorded by the billing meter of the Complainant, which indicates that the electricity supply has never been used by the Complainant for long time. It is observed that the Complainant made last payment of Rs.6,726/- in June 2022, thereafter defaulted in making payment of monthly bills. In such case, IESCO was required to disconnect the electricity of the premises in September 2022, pursuant to Clause 8.2.4 of the CSM-2021, as the Complainant defaulted in making payments in the last two months, i.e., July 2022 and August 2022.

9. In furtherance, IESCO has to issue an equipment removal order (ERO) in October 2022 and has to feed P-DISC after removal of material from the site, as the Complainant defaulted in making payment of bills for the third month consecutively as per Clause 8.2.5 of the CSM-2021. However, IESCO instead of adopting the procedure for disconnection as laid down in the above-referred clauses of the CSM-2021, debited fixed charges w.e.f September 2022 to November 2023 on the basis of 50% of the sanctioned load i.e.165 kW of the Complainant, which led to the accumulation of arrears to the tune of Rs.1,225,918/- till November 2023. IESCO could not substantiate the charging of fixed charges in the bills from September 2022 to November 2023 in accordance with the applicable provisions of the CSM-2021

10. In view of what has been stated above, we are of the considered view that:

i. The Complainant has paid last bill in June 2022, as such his electricity supply should have been disconnected being defaulter within three (3) months. Therefore, the Complainant is under obligation to pay the arrears pertaining to the bills including fixed charges and LPS from July 2022 to September 2022.

ii. Moreover, the monthly bills charged from October 2022 to November 2023 by IESCO on the basis of 50% load factor of the connected load along with LPS are not justified being contrary to Clause 8.2 of the CSM-2021 and the same are cancelled.

iii. IESCO is directed to overhaul the Complainant's account after making adjustment of unjustified amount pertaining to fixed charges and charge the revised bill for recovery to the Complainant at the earliest.

iv. In case of restoration application (RCO) filed by the Complainant, IESCO shall process the said application subject to clearance of dues and payment of RCO fee as per the applicable provisions of the CSM.

11. The Complaint is disposed of in the above terms and a report be submitted within thirty (30) days.

**(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)

**Islamabad, October , 2026**