



Consumer Affairs
Department

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

TCD 05/1553 -2024
March 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY ENGR. MUHAMMAD SALEEM, DEPUTY CHIEF EXECUTIVE, BAHRIA TOWN SERVICES UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING REVISION OF BILLING CYCLE**
Complaint No. IESCO-NHQ-22588-05-23

Reference is made to IESCO's letter No. 1578-79/CE/IESCO/CSD(S) dated March 05, 2024 regarding the subject matter.

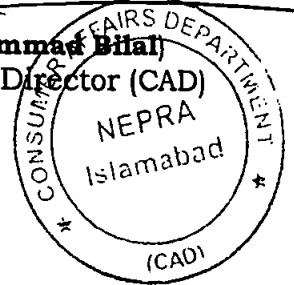
2. Please find enclosed herewith the clarification / directions of NEPRA Consumer Complaints Tribunal dated March 29, 2024 regarding the subject matter for further necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No. 40, G-7/4, Islamabad.
2. Engr. Muhammad Saleem,
Deputy Chief Executive, Bahria Town Service,
Safari Valley Office, Safari Homes,
Sector-E, Phase-VIII, Bahria Town,
Rawalpindi. 051-5731004

(Muhammad Bilal)
Additional Director (CAD)





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TCD 05/ -2024

March 27, 2024

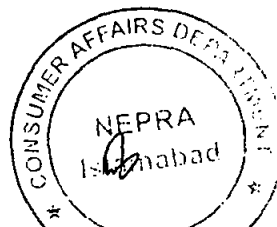
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NEPRA Consumer Complaints Tribunal vide this office letter dated February 15, 2024 issued a decision regarding the subject matter whereby IESCO was directed to implement the following within thirty (30) days:

- (i) To take meter reading of current month i.e. February, 2024 as per routine practice, however, with effect from March, 2024 meter reading of one account number every month be shifted in first week of next month. To avoid revenue shortfall, impact on line losses and to normalize the billing cycle, first interim bill will be issued for 12-15 days and subsequent bills will be issued as per routine of 30-days billing cycle. Accordingly, all connections will be shifted in order of priority every month. This process will complete in four (04) months and billing cycle of all four connections will be shifted to first week of every month. Foregoing in view, IESCO is required to shift meter readings of all accounts in first week of month in the order of priority given below (by changing one account number every month):
 - a. Reference No. 27-14131-2712300U - In 1st Month (March-2024)
 - b. Reference No. 27-14614-6000301U - In 2nd Month (April-2024)
 - c. Reference No. 27-14614-6000300U - In 3rd Month (May-2024)
 - d. Reference No. 27-14615-6064500U - In 4th Month (June-2024)
- (ii) It must be ensured that the consumer is given clear seven (07) days for payment of bills after its receipt as per provisions of CSM.
- (iii) Above decision/directions cannot be considered as precedent because it is different type of case and above directions are only applicable in the instant case. Nature of business of BTPL is different from other MDI/bulk power consumers. Further case of BTPL is under consideration with Authority for grant of distribution license.

2. In response, IESCO in its letter dated March 05, 2024 has submitted to obtain surety from BTPL to the effect that BTPL will not default if proposed arrangements are implemented. Further, after obtaining requisite surety from BTPL through mediation of NEPRA, IESCO will be in position to revise the schedule by extending meter reading date up to the last day of month instead of 1st day of every month, after getting necessary concurrence from the Power Division, Ministry of Energy.



3. In the meanwhile BTPL has also approached NEPRA vide its letter dated March 22, 2024 whereby MDI reading cycle for various DISCOs with the copy of electricity bills have been submitted for comparison with IESCO's billing cycle and has requested to direct IESCO for enhancement of difference in the reading and due date. From the information provided by BTPL, it is evident that other DISCOs are providing sufficient time in issue date and due date of the electricity bill as required under Clause 6.5 Consumer Service Manual (CSM), whereas IESCO is providing less days for payment of bill which is not line with the said provisions of CSM. Billing cycles of the other DISCOs are placed hereunder:

Sr. No.	Company	Ref. No.	Billing Month	Reading Date	Issue Dated	Due Date	Difference in Reading and due
1	QESCO	24481340365900-U	Mar-24	1-Mar	11-Mar	26-Mar	25
2	HESCO	24372250000090-U	Feb-24	1-Feb	13-Feb	27-Feb	26
3	PESCO	30262520020204-R	Dec-23	1-Dec	11-Dec	26-Dec	25
4	GEPCO	30123121347400-U	Jan-24	31-Jan	4-Feb	21-Feb	21
5	MEPCO	30157141346601-U	Feb-24	29-Feb	4-Mar	19-Mar	19
6	LESCO	24112249000290-U	Feb-24	1-Mar	5-Mar	19-Mar	18
7	IESCO	27141312712300-U	Feb-24	19-Feb	20-Feb	28-Feb	07

*Copies of the bills are attached for ready reference.

4. In view of the above, IESCO is directed to implement the NEPRA Consumer Complaints Tribunal's decision as agreed by IESCO vide its letter dated March 05, 2024 and allow appropriate time to BTPL for payment as per Clause 6.5 of the CSM. Further, BTPL has assured that it will not default if IESCO amends its billing cycle and brings it at par with other DISCOs. A Compliance report be submitted within thirty (30) days.

(Lashkar Khan Qambrani)

Member, Consumer Complaints Tribunal
Director (CAD)

(Moqeem-ul-Hassan)

Member, Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)

(Naweed Hani Shaikh)

Convener, Consumer Complaints Tribunal
Director General (CAD)

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