



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. 07/ ³⁹⁷⁴ -2024
September 5, 2024

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. IRFAN MASUD
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST IESCO REGARDING CORRECTION OF ARREARS AND
WITHDRAWAL OF NOTICE**

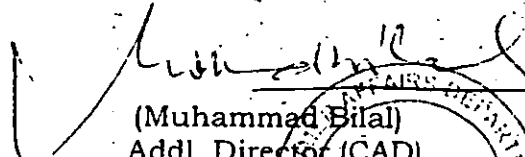
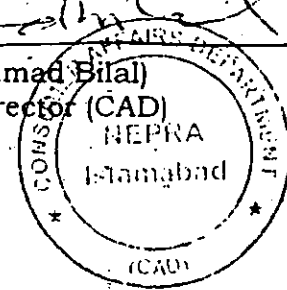
Complaint # IESCO-NHQ-36214-04-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated September 5, 2024 regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy:-

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4, Islamabad.
2. Dr. Irfan Masud,
PAF Hospital, Margalla Road, Sector E-9,
Opposite F-9, Park, Islamabad.
0336-5430102


(Muhammad Bilal)
Addl. Director (CAD)
NEPRA
Islamabad




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-36214-04-24

Dr. Irfan Masud

PAF Hospital, Margalla Road,
Sector E-9, Opposite F-9, Park,
Islamabad.

..... Complainant

VERSUS

Islamabad Electric Supply Company (IESCO)

Street No 40, G-7/4, Islamabad.

..... Respondent

Date(s) of Hearing(s): May 7, 2024 & July 25, 2024,

Complainant: Dr. Irfan Masud

Respondent: Mr. Altaf Hussain, XEN (Opt.), IESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. IRFAN MASUD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION, AND DISTRIBUTION OF ELECTRIC POWER ACT AGAINST IESCO REGARDING NOTICE FOR CHARGING 66,980 UNITS

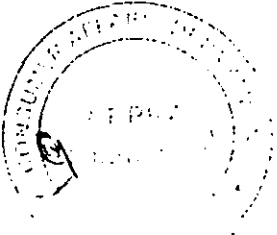
DECISION

Through this decision, the complaint filed by Dr. Irfan Masud (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company (hereinafter referred to as "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 the Complainant is a consumer of IESCO having the following five connections supplied through a 200 kVA dedicated distribution transformer:

S#	Connection	Ref No.	S/L (kW)	Tariff	Date of connection
1	Commercial	28-14112-0844807	36.73	A-2(c)	24.06.2006
2	Commercial	24-14112-0844812	15	A-2(c)	25.02.2021
3	Commercial	24-14112-0844811	15	A-2(c)	25.02.2021
4	Commercial	24-14112-0844804	15	A-2(c)	25.02.2021
5	Commercial	24-14112-0844809	15	A-2(c)	25.02.2021

3. The electricity bills whatsoever charged by IESCO to the abovementioned connections were paid by the Complainant regularly. In February 2024, the M&T team of IESCO checked the billing meter bearing No.00172 of the commercial connection of

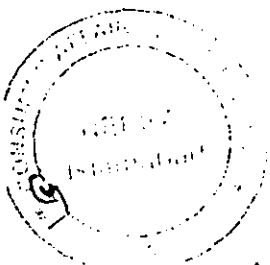


the Complainant bearing Ref No.28-14112-0844807 (the "disputed connection"), and reportedly, 66,980 units were found uncharged due to defective off-peak and peak reading segments of the impugned meter. Notice dated 15.03.2024 thereof was issued to the Complainant regarding the recovery of 66,980 pending units against the disputed connection.

4. Being aggrieved with the abovementioned actions of IESCO, the Complainant filed a complaint dated 08.04.2024 before the NEPRA and assailed the above-referred notice of IESCO for recovery of the pending 66,980 units. In this regard, hearings were conducted on 07.05.2024 and 25.07.2024, wherein both parties tendered appearance. The Complainant submitted that the impugned meter of the disputed connection is installed on the premises since the year 2006, however not in use as the building is vacant and under renovation. The Complainant further submitted that the bills with minimum charges debited by IESCO against the disputed connection were paid regularly as no discrepancy of irregular reading segments of the impugned meter was pointed out by the meter reader during monthly readings before the alleged checking. He finally prayed for the withdrawal of notice for charging 66,980 balance units. On the other hand, IESCO contradicted the version of the Complainant and averred that the off-peak and peak reading segments of the impugned meter were found stuck up during M&T checking in February 2024, whereas the total reading segment advanced over time, hence the difference of 66,980 units is recoverable from the Complainant. In support of their contention, IESCO officials neither brought material evidence to justify the pending 66,980 units nor could retrieve the data of the impugned meter. Therefore, IESCO was directed to install a check meter in series with the impugned meter of the disputed connection and to submit a report in this regard. Subsequently, IESCO vide its letter No. 8389-92 dated 22.07.2024 submitted a report, which revealed that the impugned billing meter recorded 3.23 units during the period from 06.06.2024 to 16.06.2024, whereas the check meter recorded 5.88 units for the same period.

5. Arguments were heard and the record was perused. Following has been observed:

- 5.1 Disputed connection of the Complainant was installed on the premises of the Complainant in the year 2006. Subsequently, four commercial connections were installed by IESCO in the year 2021 and electricity to the above five connections is being supplied through a 200 kVA dedicated transformer. It is an admitted fact that the premises have been vacant and under renovation since long and the bills charged to the disputed connection of the Complainant with minimum charges were paid regularly.
- 5.2 In February 2024, the M&T team of IESCO checked the impugned meter of the disputed connection of the Complainant and recommended to charge 66,980 pending units due to the difference between the total reading and the off-peak and peak readings. Notice dated 15.03.2024 was served to the Complainant for recovery of the above pending units by IESCO, which was assailed by the Complainant before the NEPRA.
- 5.3 To ascertain the justification of the impugned 66,980 pending units, IESCO was directed to retrieve the data of the impugned meter of the disputed connection, however, IESCO informed that the data of the impugned meter could not be retrieved. Therefore IESCO was directed to install a check meter in series with the impugned meter of the disputed connection.
- 5.4 Subsequently, IESCO vide letter dated 04.07.2024 reported that the impugned meter recorded 3.23 units during the period from 06.06.2024 to 16.06.2024 as



compared to 5.88 units recorded by the check meter, this shows erratic behavior of the impugned meter with stuck up off-peak and peak reading segments. As such, we cannot rely upon the final reading noticed on the alleged M&T checking for determination of the pending units and penalize the Complainant.

- 5.5 IESCO neither pointed out the discrepancy of defective off-peak and peak reading segments of the impugned meter during monthly readings nor checked the impugned meter before February 2024, which tantamounts to non-adherence with Clause 6.1 of the Consumer Service Manual 2021 (the "CSM-2021"). Said clause of the CSM-2021 provides a mechanism for the meter reading. Similarly, Clause 6.2 of the CSM-2021 envisages the procedure of percentage checking to ensure accuracy of the meter. Pursuant to Clause 6.1.4 of the CSM-2021, meter readers are responsible to check irregularities/discrepancies in the metering system at the time of monthly reading and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. According to Clause 4.3.1(c) of the CSM-2021, no previous charging shall be made against the consumer account, if the meter was correct till the last billing cycle.
- 5.6 As per Clause 12 of clarification dated 26.03.2021 regarding CSM-2021, if due to any reason, the charges i.e. MDI, fixed charges, multiplication factor, power factor penalty, tariff category, etc. have been skipped by DISCO, the difference of these charges can be raised within one year for a maximum period of six months, retrospectively. However, perusal of the billing statement of the disputed connection as provided by IESCO shows that the Complainant has been charged the monthly bills with the same reading by IESCO w.e.f February 2015 and onwards, which confirms that the disputed connection was not in use for more than nine (09) years. The Complainant paid all the bills regularly. This whole scenario indicates that the alleged 66,980 units pertain to the period before February 2015 and recovery of the same after laps of more than nine (09) years is a violation of the above-referred clarification of the revised CSM-2021. Therefore, the Complainant cannot be held responsible for payment of any detection bill due to negligence on the part of IESCO.
6. Foregoing in view, IESCO is directed to withdraw the notice dated 15.03.2024 for charging the unjustified 66,980 units. IESCO is further directed to replace the impugned meter of the disputed connection of the Complainant within two billing cycles, pursuant to Clause 4.3.1(a) of the CSM-2021 to avoid litigation in the future.
7. Compliance report be submitted within thirty (30) days.


(Ifted Ullah Memon)
Member Complaint Resolution Committee/
Director (CAD)


(Moqeen ul Hassan)
Member Complaint Resolution Committee/
Assistant Legal Advisor (CAD)


(Naveed Illahi Shaikh)
Convener, Complaint Resolution Committee/
Director General (CAD)

Islamabad, 15 September, 2024

