



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/ ²⁶⁹⁷ -2024
June 14, 2024

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

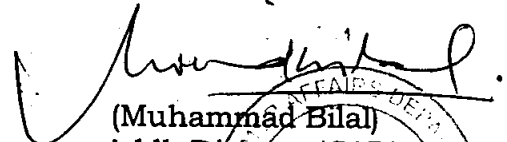
**SUBJECT: COMPLAINT FILED BY BRIG.(R) SALAH UDDIN TARIQ UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO
REGARDING DETECTION BILL (AC # 27 14131 2716800)
Complaint # IESCO-NHQ-35988-03-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated June 13, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy:-

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4, Islamabad.
2. Brig.(R) Salah Uddin Tariq,
House No. 306/B, Street-67, F-11/1,
Islamabad
0321-9397999


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



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-35988-03-24

Brig. (R) Salahuddin Tariq
Shaheen Abad, Syedan, Rawalpindi.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: May 03, 2024

Complainant: 1. Brig. (R) Salah Uddin Tariq
2. Mr. Imran Khan, Advocate

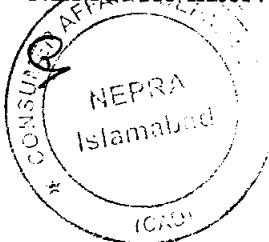
Respondent: Mr. Naveed Shahnawaz, SDO (Opt.) IESCO

SUBJECT: COMPLAINT FILED BY BRIG.(R) SALAH UDDIN TARIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION BILL (AC # 27 14131 2716800)

DECISION

This decision shall dispose of the complaint filed by Brig. (R) Salahuddin Tariq (hereinafter referred to as the "Complainant" or "Consumer") against Islamabad Electric Supply Company (hereinafter referred to as "Respondent" or "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. The complainant in his complaint dated 01 April 2024 informed that, he has been issued an exorbitant electricity bill of Rs. 1,991,471/- including current month's bill of Rs. 47,982/- by IESCO in the month of March 2024 despite making regular and timely payment of all previous electricity bills. He further submitted that a Net Metering license (No. DGL/3322/2020) was obtained from NEPRA for his residential connection against 10 kW (PV-load) dated January, 2020 and after installation of green meter, supply is being used through a solar connection from July, 2020. He also approached concerned office of IESCO for correction of disputed bill, however, IESCO informed that Meters Multiplying Factor (MMF) was wrongly charged against "Green Meter" from July 2020, resulting in a discrepancy of accumulative units pending to be charged for payment. Later, the complainant approached NEPRA for intervention in the matter and to resolve the instant issue on merit.



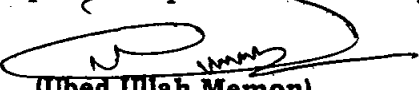
The matter was taken up with IESCO and in response, IESCO vide its report dated April 22, 2024 submitted that the Complainant was incorrectly charged less consumption bills at 01 multiplying factor instead for MMF-40 of the "Green Meter" during the disputed period from July, 2020 to February, 2024 which resulted in an accumulated difference of 35,451 units which were charged to the Complainant in March 2024 on the basis of actual MMF-40.

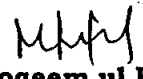
4. In order to probe further into the matter, a hearing was held on May 02, 2024, wherein both the parties reiterated their earlier arguments based on the submitted written responses. The representative of IESCO i.e. SDO (Opt.) informed that the Complainant has been issued a detection bill in March 2024 based on the M&T report and the same is justified as per the existing CTs ratio 200/5 of the impugned meter against sanctioned load of 97 KW. The Complainant denied the stance of IESCO by stating that why IESCO issued him bill of accumulative units at later stage without taking the corrective measures after MCO. The Complainant requested for withdrawal of the disputed bill.


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

- i. The Complainant was issued a Net Metering license from NEPRA on January 06, 2020 since then he is using Green meter (three 03 phase supply) against 10 kW (PV) load whereas sectioned load of his premises is 97-KW.
- ii. IESCO replaced TOU meter of the Complainant in July 2020 and installed a new Green meter (bidirectional) at site and did not update new meter's particulars due to which IESCO faced energy loss from July 2020 to February 2024 due to inefficiency of their staff until the connection was checked by M&T in the year, 2024. Later, IESCO issue a disputed bill to the Complainant amounting to Rs. 1,991,471/- to recover its energy loss.
- iii. It was responsibility of IESCO to update its system after installation of bidirectional meter however, it was not done for almost three years i.e. up to February 2024.
- iv. In view of the above, IESCO can only recover the actual energy losses of pervious period against the incorrect charging of (MMF) multiplying factor as per the relevant clarifications of CSM issued vide NEPRA's letter dated March 26, 2021 which stipulates that "if due to any reason the charges i.e. MDI fixes charges, multiplying factor, power factor penalty, tariff category etc.; have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for a maximum period of six months, retrospectively".

6. Foregoing in view, IESCO is directed to revise the charged units accordingly and submit compliance report within twenty (20) days.


(Ubed Ullah Memon)
Member Consumer Resolution Committee/
Director (CAD)


(Moqees ul Hassan)
Member Consumer Resolution Committee/
Assistant Legal Advisor (CAD)


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

Islamabad, June 13, 2024

