



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/ 1364 -2025
April 11, 2025

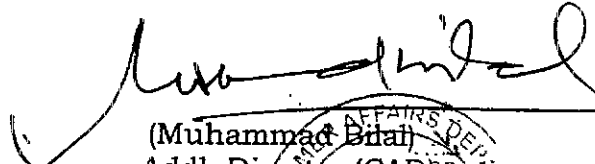
Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. NUSRAT JABEEN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST IESCO REGARDING ILLEGAL CHARGING OF BILL (AC # 28 14122
1527600)**

Complaint # IESCO-NHQ-44913-10-24

Please find enclosed herewith the decision of NEPRA Consumer Resolution Committee dated April 11, 2025 and submit compliance report within thirty (30) days.

Encl: As above


(Muhammad Bilal)
Addl. Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPT.

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 Islamabad-II Division,
Street 17, Warask Road, Near Sui Gas Chowk,
Sector I-9 Markaz, Islamabad.
3. Ms. Nusrat Jabeen,
House No.52, Margalla Road,
Sector F-8/2, Islamabad
0300-0803000



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-44913-10-24

Ms. Nusrat Jabeen
House No.52, Margalla Road,
Sector F-8/2, Islamabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: **November 7, 2024 & March 06, 2025**

Complainant: Ms. Nusrat Jabeen

Respondent: Mr. Nauman Khan, XEN (Opt.) IESCO
 Mr. Muhammad Saeed, SDO (Opt.) IESCO
 Mr. Usman Farooq, SDO (Opt.) IESCO

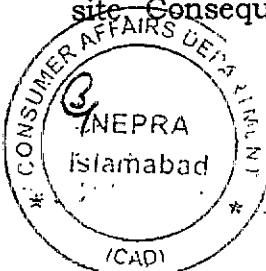
SUBJECT: **COMPLAINT FILED BY MS. NUSRAT JABEEN UNDER SECTION 39 OF**
THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO
REGARDING ILLEGAL CHARGING OF BILL (AC # 28 14122 1527600)

DECISION

Through this decision, the complaint filed by Mrs. Nusrat Jabeen (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (hereinafter referred to as "IESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (the "NEPRA Act") is being disposed of.

2. Brief facts of the case are that, the Complainant is a domestic consumer of IESCO bearing Reference No. 28 14122 1527600-U having a sanctioned load of 30 kW and the applicable tariff category is A-1b(03)T. IESCO reportedly, found the wrong application of the multiplying factor (MF) i.e. 01 instead of MF 20 since the year 2016, being inconsistent with the installed CTs of 100/5 Amp at the site. Consequently, a detection bill of Rs.6,200,160/- of 1,54,698 units for the

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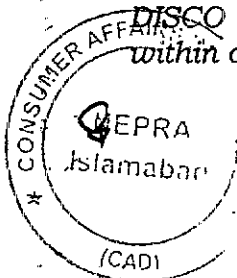
period from November 2016 to August 2024 (94 months) was charged to the Complainant and added to the bills for September 2024. Thereafter, IESCO corrected MF=20 of the Complainant's connection from September 2024 and onward.

3. Being aggrieved, the Complainant challenged the above detection bill before the NEPRA on September 28, 2024. The matter was taken up with IESCO. In response, IESCO, vide its report dated October 25, 2024, submitted that the MF was wrongly fed as 01 instead of 20 in the file, due to which less consumption was charged to the Complainant since the November, 2016. The discrepancy was subsequently pointed out by the Circle Manager (M&T) of IESCO Islamabad Circle on August 29, 2024 and was recorded by feeding actual MF-20 against the same connection. In furtherance, a detection bill of Rs.6,200,160/- was debited in the bill of September 2024 to recover the loss sustained by IESCO during the past eight (8) years after serving a proper notice to the Complainant. IESCO admitted that the issue of wrong application of MF occurred due to human error, however, a formal inquiry will be initiated to ascertain facts and causes of this anomaly. IESCO concluded further that the charges debited to the Complainant are justified as per actual consumption and same is payable by him.

4. Hearings were held on November 7, 2024 & March 6, 2025 wherein both parties tendered their appearance. During the hearing, IESCO's representative submitted that the Complainant was charged with a detection bill of Rs.6,200,160/- for 1,54,698 units in September 2024 to recover energy loss due to the wrong application of MF=01 instead of 20 for the period from November 2016 to August 2024. As per the Complainant, a consumer has legitimate expectancy that what has been billed by IESCO was timely paid and is a past closed transaction; therefore, he cannot be penalized for the negligence of IESCO. The Complainant further added that all the electricity bills had been paid regularly prior to the disputed bill raised by IESCO in September 2024. In addition, the Complainant stated that there is no electricity supply used at the site for a long period after his premises was vacated by the tenant; therefore, IESCO is responsible for the wrong application of charging of MF for the past period. He finally prayed for the reconnection of the electricity supply of the premises and the correction of the disputed bill on merit.

5. Perusal of the case in light of the available record, It has been observed that despite a lapse of more than seven (07) years, the concerned officials of the IESCO have not taken the necessary steps for correction of wrong application of MF. This reveals lack of diligence and attention to regulatory requirements. In such cases, NEPRA has clarified vide letter No. NEPRA/DG (CAD)/TCD-10/17187-13 dated 26.03.2021 that due to any reason, if DISCO skipped the correct application of MF, the recovery be made with one year and six months retrospectively. Clause 12 of the said clarification is reproduced below for the sake of convenience:

"If due to any reason, the charges i.e. MDI, fixed 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 maximum period of six months, retrospectively."




6. In view of above, the Complainant cannot be held responsible for the payment of such unjustified bills due to erroneous billing carried out by IESCO for a long period. IESCO was required to update the actual MF in the system timely and ensure proper monthly billing as per the provisions of the Consumer Service Manual 2021 (the "CSM-2021"). Clause 6.1 of CSM-2021 also provides a mechanism of meter reading, and Clause 6.2 of the CSM-2021 envisages the procedure of percentage checking to ensure the accuracy of meter reading. The recording of correct meter readings is the responsibility of IESCO. Further, Clause 6.1.4 of CSM-2021 states that meter readers are responsible for checking irregularities/discrepancies in the metering system at the time of reading meters and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice.

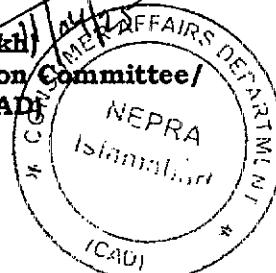
6. In view of the above discussion, IESCO is directed to cancel the detection bill of Rs.6,200,160/- of 1,54,698 units for the period from November 2016 to August 2024 (94 months) charged to the Complainant in September 2024 and issue a revised detection bill for six months retrospectively to the Complainant as per ibid Clarification dated 26.03.2021 of the revised CSM-2021. IESCO is further directed to restore the supply of the Complainant's premises after receipt of the payment against the revised detection bill.

7. A comprehensive report in this regard be submitted within thirty (30) days.


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


(Irfan ul Haq)
Member Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


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



Islamabad, April 11, 2025