



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. 7/ 1357-2025
April 10, 2025

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

**SUBJECT: DECISION IN MATTER OF COMPLAINT FILED BY MRS. SHAMIM HASAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST IESCO REGARDING DETECTION BILL (AC # 15 14111
4054701)**

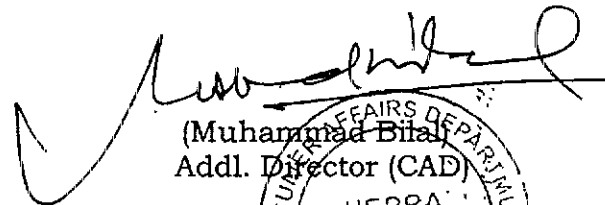
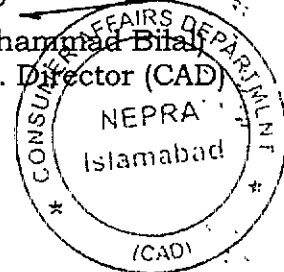
Complaint # IESCO-NHQ-43852-09-24

Please find enclosed herewith the decision of NEPRA Consumer Resolution Committee dated April 10, 2025 and submit compliance report within thirty (30) days.

Encl: As above

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
2. Executive Engineer(Operation),
IESCO Islamabad-I, Near Alvi Auctioner,
G-7/4, Islamabad.
3. Mrs. Shamim Hasan,
House No.20, Lane 4, Gulistan Colony,
National Park Road, Rawalpindi.
0333-2293336


(Muhammad Bilal)
Addl. Director (CAD)




BEFORE THE NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-43852-09-24

Mrs. Shamim Hasan

House No.20, Lane 4, Gulistan Colony,
National Park Road, Rawalpindi.
0333-2293336

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: October 9, 2024 & December 4, 2024.

Complainant: Mrs. Shamim Hasan

Respondent: Mr. Altaf Hussain, Additional Superintending Engineer (IESCO)
Mr. Naveed Iqbal, Deputy Commercial Manager (IESCO)

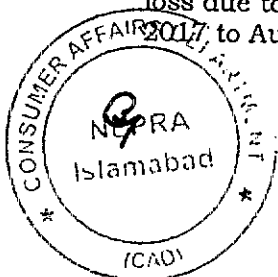
SUBJECT: COMPLAINT FILED BY MRS. SHAMIM HASAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DETECTION
BILL (AC # 15-14111-4054701)

DECISION

Through this decision, the complaint filed by Mrs. Shamim Hasan (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. 15-14111-4054701-U having a sanctioned load of 31 kW and the applicable tariff category is A-1b (03)-T. In July 2024, the Metering and Testing (M&T) team of IESCO inspected the connection of the Complainant and reportedly, found the wrong application of multiplication factor (MF) i.e. 01 instead of 40 w.e.f November 2017 being inconsistent with the installed CTs of 200/5 Amp at the site. Consequently, a detection bill of Rs.7,872,432/- of 157,443 units for the period from November 2017 to August 2024 (82 months) was charged to the Complainant in August 2024. Thereafter, IESCO corrected MF=40 of the Complainant w.e.f September 2024 and onwards.

3. Being aggrieved, the Complainant challenged the above detection bill before the NEPRA on 04.09.2024. The matter was taken up with IESCO and hearings were also held on October 9, 2024 & December 4, 2024, wherein both parties tendered their appearance. During the hearing, IESCO's representative submitted that the Complainant was charged with the detection bill of Rs.7,872,432/- for 157,443 units in August 2024 to recover energy loss due to the wrong application of MF i.e. 01 instead of 40 for the period from November 2017, 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 and closed transaction and she cannot be penalized for the negligence of IESCO. The Complainant further added that the premises had been rented out to various tenants during the disputed period and currently, Shell Company has occupied the said premises since the year 2022. Accordingly, the representative of the Complainant agreed to pay the arrears pertaining to the period of the Shell agreement and prayed for the withdrawal of the remaining amount of the impugned detection bill.

4. Accordingly, NEPRA vide order dated October 9, 2024, directed IESCO to issue a provisional bill to the Complainant in light of the tenancy agreement with Shell Company, set aside the remaining disputed amount of the bill, and provide the monthly breakup against the disputed bill as per the applicable tariff rates charged from time to time. In response, IESCO submitted a final revised bill amounting to Rs.4,528,080/- and issued a provisional bill to the Complainant as per the above directions, which was paid by the Complainant in September 2024, with the request for withdrawal of the remaining amount of the bill.

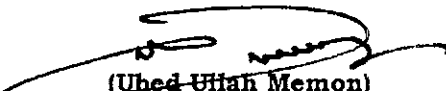
5. Perusal of the revised bill of Rs.4,528,080/- charged to the Complainant in September 2024 revealed that IESCO raised the units of the impugned detection bill from 157,443 units to 161,000 units and even did not reduce the period as per the tenancy agreement of the Complainant with Shell Company.

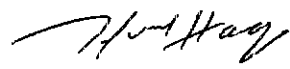
6. In view of the above discussion, we are of the considered view that the revised detection bill of Rs.4,528,080/- charged against 161,000 units for the period from November 2017 to August 2024 is neither consistent with the amicable settlement between the parties nor the clarification dated 26.03.2021 of the revised CSM-2021. Clause 12 of the said clarification is reproduced below for the sake of convenience:

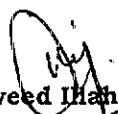
"If due to any reason, the charges i.e. MDI, fixed charges, multiplying factor, power factor penalty, tariff category, etc, have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six months, retrospectively."

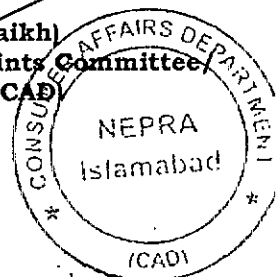
7. Since the Complainant has agreed to pay the bills w.e.f the date of the lease agreement with Shell Company, therefore, IESCO may revise the detection bill on account of the wrong application of MF i.e. 1 instead of 40 w.e.f the date of the lease agreement of the Complainant with Shell Company to August 2024. IESCO is further directed to overhaul the billing account of the complainant after the adjustment of payment made against the above detection bill.

8. A compliance report in this regard be submitted within thirty (30) days.


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


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


(Naveed Irfan Shaikh)
Convener, Consumer Complaints Committee/
Director General (CAD)



Islamabad, April/0, 2025