



National Electric Power Regulatory Authority
NEPRA Tower
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD. 02/1508 -2025
October 20, 2025

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

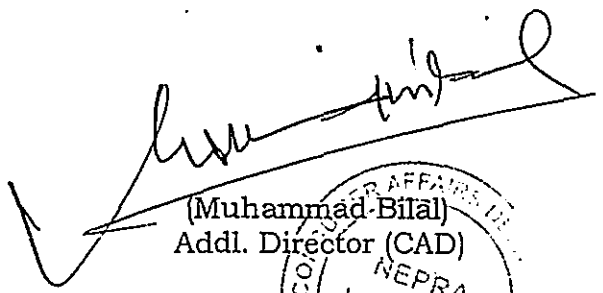
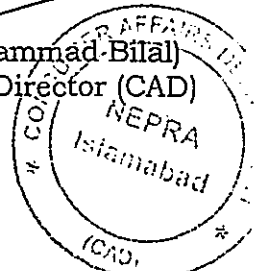
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL HAKEEM BALOCH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DELAY IN PROVISION OF NET METERING CONNECTION (A/C # 0214358 0154012)
IESCO-NHQ-51663-03-2025

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated October 20, 2025 regarding the subject matter for necessary action.

Encl: As above

Copy:-

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4, Islamabad.
2. Mr. Abdul Hakeem Baloch,
EME College, Peshawar Road
Rawalpindi. 0332-6444410


(Muhammad Bilal)
Addl. Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-51663-03-25

Mr. Abdul Hakeem Baloch,
EME College, Peshawar Road
Rawalpindi.
0332-6444410

..... Complainant

VERSUS

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

..... Respondent

Date(s) of Hearing: June 26, 2025

Complainant: Mr. Abdul Hakeem Baloch

Respondent: Mr. Shah Nawaz, XEN (Opt.), IESCO

SUBJECT: COMPLAINT FILED BY MR. ABDUL HAKEEM BALOCH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING DELAY IN PROVISION OF NET METERING CONNECTION (A/C # 0214358 0154012)

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Hakeem Baloch (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company Limited (hereinafter referred to as the "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. Brief facts of the case are that the Complainant filed a complaint before NEPRA on February 25, 2025, stating that net metering connection was applied with IESCO vide application ID No.14358102011 dated February 14, 2025, for 10 kW load, while the same issue is still pending on the part of IESCO for a long period without any reasonable justification. The matter was taken up with IESCO for submission of comments. In response, IESCO submitted that 23 consumers have already been supplied with electricity through a 50 kVA overloaded transformer. However, the Complainant has also filed a suit in the Civil Court against IESCO. In furtherance, FIR No.487/2024 dated May 17, 2025, has already been registered against him for the use of electricity supply through unfair means by installing a bogus meter at the site and due to involvement in the resale of electricity to the different consumers residing in Tayyab Garden, Phase I. Additionally, the huge electricity payment of Rs. 980,988/- is outstanding against him. This matter is under litigation; accordingly, the Complainant was informed vide letter dated May 16, 2025, that NEPRA cannot



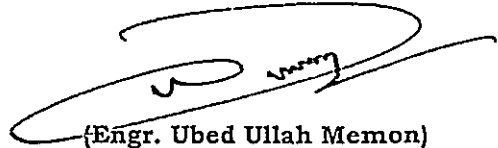
intervene in the matter at this stage. You may be advised to approach the concerned judicial forum for further redressal of your grievances.

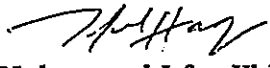
3. The Complainant again approached this office for the same issue. In response, IESCO submitted a letter dated June 5, 2025, stating that the 50 kVA transformer is currently running at the site. According to the technical assessments, the usage pattern of the said transformer load has reached its maximum capacity of 49.50 kW. As such, it is no longer feasible or safe to allow further new electricity connections due to the overloading of the existing consumer transformer capacity. IESCO further added that such practices could lead to power failure, frequent tripping, and potential damage to the consumer's electricity appliances and transformer as well.

4. On the request of the Complainant, a hearing was also held on June 26, 2025. Subsequently, IESCO was directed vide letter, dated June 27, 2025, to provide a valid record with respect to existing connections and the MDI record against all the active connections. In response, IESCO vide letter dated August 26, 2025, provided the requisite record with respect to MDI of all connections being energized from a 50 kVA transformer and added that as per Director (S&I) inquiry report, no further new connections should be allowed in the Complainant's area till the extension of load from P&E Directorate IESCO Islamabad as per Clause 2.7 of the CSM-2021.

5. In view of the foregoing discussion, it has been established that the previous transformer is a dedicated transformer, which was installed on cost deposit basis and there is no further capacity in the said transformer. IESCO has already sanctioned the required load available in the previous transformer. IESCO is directed to allow the net metering connection through a dedicated transformer on cost deposit basis after completion of codal formalities, if the Complainant is willing for the same. The Complainant may also be advised to clear all the outstanding bill(s) as intimated by IESCO in its report dated April 15, 2025, and apply to IESCO formally for the provision of net metering connection.

6. A compliance report in this regard must be submitted within thirty (30) days. Further proceedings in the matter are being closed.


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


(Muhammad Irfan Ul Haq)
Member Complaints Resolution Committee
/Assistant Legal Advisor


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

Islamabad, October 2nd, 2025

