



National Electric Power Regulatory Authority

NEPRA Tower
Attaturk Avenue (East) Sector G-5/1, Islamabad.
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Consumer Affairs
Department

TCD.02/ 4992 -2025
November 13, 2025

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

Subject: **DECISION IN THE MATER OF COMPLAINT FILED BY MR. SULMAN KHAN & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING MAINTENANCE OF DISTRIBUTION SYSTEM**
Complaint # IESCO-NHQ-46910-11-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated November 13, 2025 for necessary action and compliance 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 Pindi Cantt. Division, Rashid Minhas Road,
Marrir Hassan, Rawalpindi
3. Mr. Sulman Khan,
House No. 33, Street No.10,
River Garden, Islamabad.
0333-5193840

(Muhammad Bilal)
Addl. Director (CAD)

For necessary action, please



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-46910-11-24

Mr. Sulman Khan & Others,
House No. 33, Street No.10, River Garden,
Islamabad. 0333-5193840

..... Complainant

VERSUS

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

..... Respondent

Date(s) of Hearing: January 14, 2025, February 3, 2025,
May 16, 2025 & June 16, 2025

Complainant(s): Mr. Sulman Khan & Others

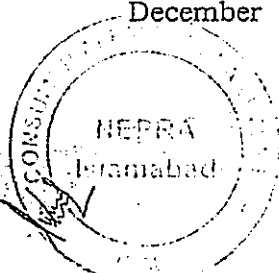
Respondent: Mr. Shahid Rasul, Project Director, IESCO
Mr. Shehzad Ahmed Jalil, SE(Opt. Cantt.), IESCO
Mr. Sajid Hanif, XEN(Opt.), IESCO

Subject: COMPLAINT FILED BY MR. SULMAN KHAN & OTHERS UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING MAINTENANCE
OF DISTRIBUTION SYSTEM OF SOCIETY

DECISION

1. Brief facts of the case are that the residents of River Garden Society, Islamabad, the Complainants initially approached Wafaqi Mohtasib Islamabad on August 21, 2024, for multiple electricity issues. The honorable Wafaqi Mohtasib subsequently closed the proceedings with the direction to the Complainants to take up the matter with NEPRA. In compliance with the above, a complaint dated November 14, 2024 was filed by the Complainants before the NEPRA, wherein the Complainants submitted that the management of the Society/Sponsor and IESCO (both) have shown lack of cooperation in addressing their routine electricity complaints, including maintenance and servicing of HT/LT lines and wires, despite the external electrification of the Society was officially taken over by IESCO on April 25, 2014.

2. The matter was taken up with IESCO. In response, IESCO vide letter dated December 18, 2024, reported that the River Garden Housing Society, Islamabad, is



independent, and the handing/taking over of the external electrification was done on June 23, 2023. At present, Operation & Maintenance (O&M) of the said society is being carried out by IESCO at the cost of the Society. As per Clause 12 of the Memorandum of Understanding (MoU) dated July 22, 2013, replacement of any damaged electrical material/equipment inside the Scheme for 10 years w.e.f. energization/takeover of the system by IESCO will be the responsibility of the sponsor of the housing scheme.

3. In this regard, several hearings were held on January 14, 2025, February 3, 2025, May 16, 2025 & June 16, 2025, wherein both society representatives and IESCO officials participated. To reach a just conclusion, both parties were directed to conduct a joint site survey to verify the discrepancies in the society's existing distribution system, as pointed out by IESCO vide letter dated March 13, 2025. In furtherance, SE & XEN (Opt.) apprised that the key issues of society can only be resolved if the management of River Garden agrees to take immediate remedial measures against all the discrepancies in a proper way, **OR** to pay a demand notice issued vide letter dated May 05, 2025, for approximately Rs.17.24 million for the same work charges accordingly.

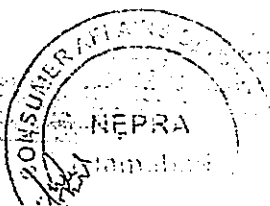
4. On the other hand, the consultant of the River Garden Housing Scheme (Society) vide letter dated 11 March 2025 reported that the HT cables, distribution system, and Transformer Ring Main Unit (RMU) are in accordance with WAPDA Standards/specifications, which were inspected and certified by the NTDC. However, one 11 KV feeder of River Garden is in off position for a long period due to a cable fault from the NPF Grid Station, and the same could not be rectified due to the unavailability of fault locator equipment with IESCO.

5. From analysis of the available record, it is revealed that IESCO has taken over the distribution network of the society through the S.E. (Cant Circle) IESCO letter No.11274-7-5/RCC dated July 6, 2023. However, IESCO is relying upon the condition of Clause 12 of the MoU signed between the parties on July 22, 2013.

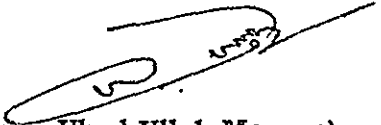
6. Based on the aforementioned abridged term of the MoU signed between the parties, IESCO clarified that the responsibility of society's electrification system for the next ten (10) years, up to July 2033 does not apply to the resolution of general consumer complaints from residents of the society where the material is involved, except only for the provision of system maintenance services. According to NEPRA Consumer Eligibility Criteria, 2003, once the distribution system is taken over by the Distribution Company, the operation and maintenance responsibilities rest with the licensee.


7. In view of the foregoing discussion, it is concluded as under:

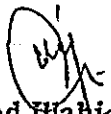
- i. The sponsor/management of the society is directed to upgrade the sub-standard distribution network and augmentation of the transformers in accordance with the load demand of the society within three months, as pointed out by IESCO vide letter dated March 13, 2025.
- ii. Thereafter, IESCO will take over the distribution network of the society for repair and maintenance in accordance with the relevant provisions of the CSM-2021, where monthly billing has been carried out by IESCO for a long time.
- iii. Where the condition of the distribution network is satisfactory and no further upgradation is required, IESCO will take over the system and carry out the repair and maintenance immediately.



- iv. The sponsor/management of the society is further directed to cooperate with IESCO throughout the handing/taking over of the electrification system of River Garden Housing Society.
8. A compliance report in this regard be submitted within thirty (30) days.


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


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


(Naweed Irfan Shaikh)
Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 13, 2025