



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. 7/1055-2025
March 12, 2025

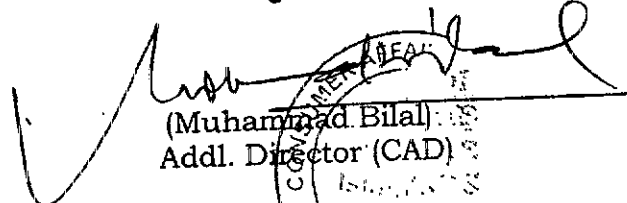
Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.

Subject: **DECISION IN THE MATTER OF REVIEW PETITION FILED BY MR. MAQBOOL
HUSSAIN, CHAIRMAN J7 EMPORIUM PRIVATE LIMITED UNDER THE
NEPRA REVIEW (PROCEDURE) REGULATIONS, 2009 AGAINST THE
DECISION DATED 15.02.2023 OF NEPRA CONSUMER COMPLAINTS
TRIBUNAL**

Complaint # IESCO-NHQ-12890-05-22

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee dated March 12, 2025 regarding the subject matter for necessary action.

Encl: As above


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

Copy to:

1. C.E/Customer Services Director,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4, Islamabad.
2. Mr. Maqbool Hussain,
Chairman J7 Emporium (Pvt.) Ltd.,
Plot No.1, MR-9, Block-C, Multi Gardens,
B-17, Islamabad. 0337-7777777



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. IESCO-NHQ-12890-05-22

Mr. Maqbool Hussain

Chairman, J7 Emporium (Pvt) Limited.
Plot No.01, Block C, Multi Gardens, B-17,
Islamabad

..... **Petitioner**

Versus

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

..... **Respondent**

Date of Hearing:

February 17, 2025

Petitioner:

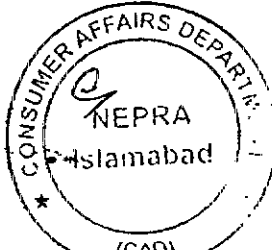
Mr. Said Alam Khan Technical Advisor
Mr. Muhammad Usman Advocate
Mr. Jahangir Saleem Manager
Syed Saim Raza Consultant

Respondent:

Mr. Abdul Hayee, Addl Director
Mr. Mazhar M. Iqbal, AD Planning

Subject: DECISION IN THE MATTER OF REVIEW PETITION FILED BY MR. MAQBOOL HUSSAIN CHAIRMAN J7 EMPORIUM (Pvt) LIMITED UNDER THE NEPRA REVIEW (PROCEDURE) REGULATIONS, 2009 AGAINST THE DECISION DATED 15.02.2023 OF NEPRA CONSUMER COMPLAINTS TRIBUNAL

1. Through this decision, the review petition filed by Mr. Maqbool Hussain Chairman J7 Emporium (Pvt) Limited (hereinafter referred to as the "Petitioner") against the decision dated 15.02.2023 of the NEPRA Consumer Complaints Tribunal (hereinafter referred to as the "NEPRA") in the complaint No. IESCO-NHQ-12890-05-22 is being disposed of.
2. The Petitioner in the Complaint dated 19.05.2022 submitted that one-point supply application for tentative load of 4,881 kW was submitted to the Respondent (the "Islamabad Electric Supply Company Limited" or "IESCO") for the provision of electricity connection at the premises located at J7 Emporium located at MPCHS, Tehsil Taxila, District Rawalpindi, which was denied by IESCO



on pretext of abrogation of one point supply regime by NEPRA. The matter was taken up with IESCO and after affording several opportunities of hearings to both the parties, NEPRA vide decision dated 15.02.2023 disposed of the matter with the following conclusion:

"6. Foregoing in view, IESCO is directed to opt any of the following options:

Option 1:

IESCO may take over the Complainant's distribution system for individual metering/billing whereby the Complainant will supplement its distribution system beforehand through the installation of a standby transformer of 2000 kVA capacity to meet an emergent situation.

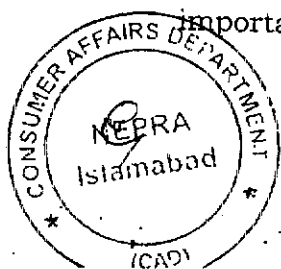
Option 2:

The Complainant may apply for grant of Distribution License; however, IESCO will serve as Supplier of Last Resort. By doing this, the issue of higher capacity transformer will be resolved and the distribution system will remain with the sponsor for maintenance purposes and billing will be carried out by IESCO.

7. IESCO is directed to proceed by opting any of the above options and provide individual connections at J7 Emporium (Pvt.) Limited. A report in this regard be submitted within twenty (20) days.

8. The above directions are applicable in the instant case only, and the same shall not be taken as precedent in other likewise cases. However, if any such complaint is received, the same shall be decided in view of the ground realities/ facts of the case."

3. The Petitioner filed a review petition before the NEPRA on 16.01.2025 under NEPRA (Review Procedure) Regulations, 2009 against the decision dated 15.02.2023 of NEPRA (the "impugned decision"). Hearing in the matter of the subject review petition was scheduled for 17.02.2025 at NEPRA Head Office Islamabad for which notices dated 11.02.2025 were issued to both parties (the Petitioner and Respondent). On the given date of the hearing, the issue of one-point supply to the premises was discussed in detail.
4. Arguments were heard and the record was examined. Following are our observations:
 - i It is observed that the impugned decision was announced by the NEPRA on 15.02.2023 against which the Petitioner filed the instant review petition before the NEPRA on 16.01.2025 after a lapse of 702 days from the date of communication of said order i.e. 15.02.2023. As per Regulation 3(3) of the NEPRA (Review Procedure) Regulations, 2009, the period of limitation for filing a review petition against any other order, decision, or determination of NEPRA shall be 30 days from the date of communication of such order, decision or determination. Even the Petitioner did not submit an application for condonation of delay along with the review petition explaining the reasons of such delay.
 - ii In terms of Regulation 3 (2) of NEPRA (Review Procedure) Regulations, 2009, a motion seeking review of any order of the Authority is competent only upon discovery of a mistake or error apparent on the face of the record or a new and important matter of evidence. In the instant review motion, no mistake or error




apparent on the face of the record has been highlighted by the Petitioner. Further, the Petitioner has not come up with any new and important matter of evidence which was not considered by the NEPRA while making its decision dated 15.02.2023. Therefore, there is neither any occasion to amend the impugned decision nor any error inviting indulgence as admissible in law.

5. In view of the above, the instant review motion of the Petitioner, is dismissed being time-barred as well as devoid of merits, and the impugned decision dated 15.02.2023 of the NEPRA is upheld. The Petitioner has already been given options void impugned decision as stated in Para 2 above. With regard to extension in temporary connection, the Petitioner may apply with IESCO and IESCO is obligated to entertain its application under the provision of the CSM-2021.



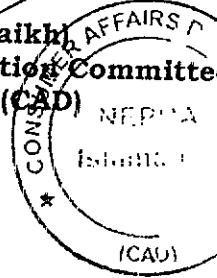
(Ubed Ullah Memon)
Member, Complaints Resolution Committee/
Director (CAD)



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



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



Islamabad, March 12, 2025