
The Launch of 118 New Advanced Services Is a Revolutionary and Consumer Friendly Initiative by the Government

Consumers Should Provide Their Correct Information to IESCO to Benefit from Online Services
Chief Executive IESCO, Engineer Ch. Khalid Mahmood

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Chief Executive IESCO, Engineer Ch Khalid Mahmood, stated that the launch of 118 new advanced services by the Prime Minister of Pakistan, Shehbaz Sharif, and Federal Minister for Energy, Sardar Awaiz Ahmed Khan Leghari, is undoubtedly a revolutionary and consumer friendly step for Pakistan's power sector. Through these digital services, consumers can register complaints regarding power faults, load shedding, voltage issues, new electricity connections, and other matters free of cost in seven languages English, Urdu, Punjabi, Saraiki, Pashto, Balochi, and Sindhi.

Consumers can lodge their complaints within 30 seconds by calling 118 or by sending an SMS to 8118, and can also digitally monitor the progress of their registered complaints.

The IESCO Chief Executive further added that in order to fully benefit from these digital services, consumers are required to provide their accurate details, such as mobile number, CNIC number, and connection ownership status (owner or tenant) to IESCO staff. Consumers can also upload this information themselves by visiting IESCO's official website at www.iesco.com.pk.

For further information's and assistance consumers may contact their respective SDO office and Customer Service Center