



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

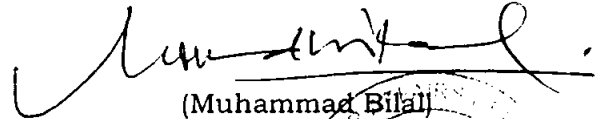
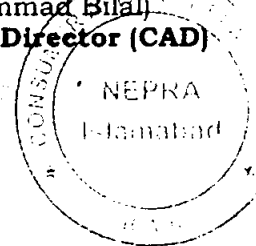
4963
TCD.05/ -2023
October 27, 2023

Chief Executive Officer
Multan Electric Power Company (MEPCO)
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMEER MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DELAY IN PROVISION OF CONNECTION. MEPCO-NHQ-14888-08-22

Please find enclosed herewith the decision of NEPRA Complaints Tribunal dated October 27, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)


Copy: -

1. C.E/ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Mr. Raheel Azhar, Additional Director,
NEPRA Regional Office, 39-First Floor, Orient Mall,
Khanewal Road, Multan.
3. Executive Engineer/ XEN (Op.), Layyah Division,
Multan Electric Power Company (MEPCO),
Layyah, Muzaffargarh.
4. Mr. Ameer S/o Haji Ahmed,
Basti Lashari, Karor, Layyah.
03042169239



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

Complaint No. MEPCO-NHQ-14888-08-22

Mr. Ameer S/o Haji Ahmed
Basti Lashari, Karor, Layyah.
0304-2169239

..... **Complainant**

VERSUS

Multan Electric Power Company (MEPCO)
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

..... **Respondent**

Date of Hearings: August 02, 2023

**On behalf of
the Complainant:** Mr. Munir Ahmed Khan

Respondent: Engr. Ali Shafique, SDO Karor

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMEER MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DELAY IN PROVISION OF CONNECTION.

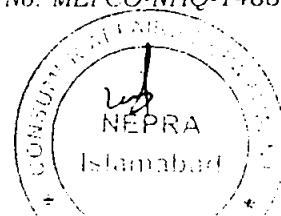
DECISION

This decision shall dispose of the complaint filed by Mr. Ameer S/o Haji Ahmed, Basti Lashari, Karor, Layyah against MEPCO regarding delay in provision of electricity connection (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "Respondent" or "MEPCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant submitted that he paid a Demand Notice for a new tubewell connection on September 17, 2021 amounting to Rs 4,73,100/- as Capital Cost and Security Cost amounting to Rs. 15000/- but the connection was not installed by MEPCO. The Complainant prayed that MEPCO be directed to install his tubewell connection as early as possible.

3. The subject matter was taken up with MEPCO. In response, MEPCO submitted that due to Covid-19, there was a problem in the supply chain of material and after the arrangement of material the allocation was made but before the allocation of material the rates of the material were increased and revised on October 01, 2021 therefore, revised rates was issued to the complainant amounting to Rs.291800/- which is not paid by the

Decision - Mr. Ameer Muhammad VS MEPCO (Case No. MEPCO-NHQ-14888-08-22)

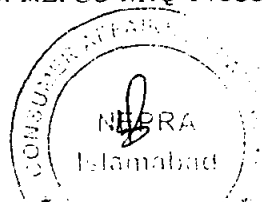


complainant. As per conditions of demand notice issued to the applicant, it was clearly mentioned that "In case of service connection expenses increased from the sanctioned estimate before installation of connection then an extra demand notice will be issued for depositing of difference amount of service connection expenses and sanctioned estimate". The applicant has also signed similar conditions on the Affidavit and submitted to MEPCO as a hard copy record before processing his online application for tube well connection.

4. The report of MEPCO was sent to the Complainant on September 16, 2022. However, the Complainant vide letter dated July 18, 2023 raised his observations over the report of MEPCO. In order to finalize the matter, a hearing was held on August 02, 2023 at NEPRA Regional Office, Multan which was attended by MEPCO and representative of Complainant. During the hearing, the issue was discussed in detail. The Complainant agitated that the Affidavit is not required as per SOP but was submitted under protest to get the connection, whereas, MEPCO officials reiterated the earlier version and requested that the additional Demand Notice be paid by the Complainant.

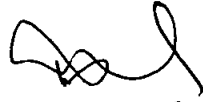
5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant applied to MEPCO for a new tube well connection for 19.00 kW load. In response, MEPCO approved the application and accordingly issued a demand notice amounting to Rs. 4, 73,100/- in respect of Capital Cost and Security Cost amounting to Rs. 15000/- on September 16, 2021 which was paid by the Complainant on September 17, 2021 within the prescribed time period. However, according to MEPCO, the connection remained pending for installation due to non-availability of the required material. Later, another/second demand notice amounting to Rs. 2,91,800/- was issued to the Complainant for payment on February 10, 2022 due to increase in material prices.
- (ii) MEPCO did not commence execution of work on the plea that material was unavailable in its store. The Complainant paid the demand notice in full on September 17, 2021. MEPCO should have arranged the material however, the same was not done.
- (iii) Clause 2.7.1 of Consumer Service Manual (CSM) provides that in case where work is required to be carried out by DISCO and there is shortage of material or the material is not available due to any reason; DISCO may ask the sponsor/applicant to procure required material as per the specifications of DISCO at its own from the approved vendors of DISCO. In such case, material procured by the applicant shall be inspected/approved and installed by DISCO and the applicant will be charged 2.5% of the total cost of material as inspection fee and 8% of the material cost as installation charges.
- (iv) MEPCO is of the view that at the time of application, the Complainant signed the abridged conditions and provided affidavit to pay additional demand notice if issued due to escalation in cost of material; therefore, he is liable to pay the revised Demand Notice. There is no force in MEPCO's version as the abridged conditions are in contradiction with provisions of CSM. According to the Clause 2.4.6 of the CSM, once demand notice is issued by DISCO and is paid by the applicant in full, no further charges/demand notice can be raised against the applicant on account of escalation of rates of material. The same is reflected in the instant matter through documentary evidence on record wherein the first demand notice issued to the Complainant was paid in full amounting to Rs. 4,73,100/- in respect of Capital Cost and Security Cost amounting to Rs. 15000/- within prescribed time period. The sanctioned load of the Complainant is 19kW. As per provision of Consumer Service Manual (CSM) and NEPRA Performance Standard (Distribution) Rules, 2005, 34 days are required for energization of connection after payment of demand notice. Therefore, the connection was to be

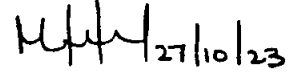


installed by October 21, 2021. The Complainant is liable to pay the cost of escalation of material if occurred during thirty four (34) days of payment of first demand notice and not liable for escalation cost if occurred after the prescribed time frame.

6. Foregoing in view, MEPCO is directed to issue revised demand notice to the Complainant as per rates applicable as on October 21, 2021.
7. Compliance report be submitted within fifteen (15) days.



(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)



(Moqeem ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, October 27, 2023

