



**National Electric Power Regulatory Authority**

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

**Consumer Affairs  
Department**

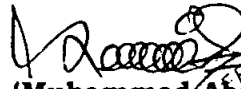
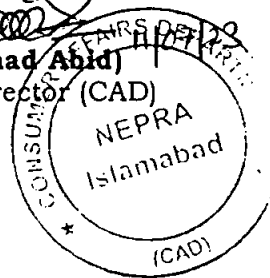
TCD.05/ 2893 -2023  
July 11, 2023

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. MUHAMMAD YAQOOB KHAN REGARDING SHIFTING OF CONNECTION FROM MEPCO TO FESCO (A/C# 27 15243 0033105)**  
**Complaint No. MEPCO-NHQ-24986-05-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 11, 2023 regarding the subject matter for necessary action, please.

Encl: As above

  
(Muhammad Abid)  
Assistant Director (CAD)  


**Copy to:**

1. Chief Engineer/Customer Services Director,  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Mr. Raheel Azhar,  
Addl. Director, NEPRA Regional Office,  
Office No 39, 1st Floor, Orient Mall Khanewal road Near Chowk  
Kumharanwala, Multan;  
Phone: 061-6784537;
3. Mr. Muhammad Yaqoob Khan,  
Through Muhammad Javed,  
M/s Pyramid Logistic Terminal Kotla Naseer  
Mithan Kot Tehsil & District Rajanpur.



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

**Complaint No. MEPCO-NHQ-24986-05-23**

Mr. Muhammad Yaqoob Khan,  
Through Muhammad Javed,  
M/s Pyramid Logistic Terminal Kotla Naseer  
Mithan Kot Tehsil & District Rajanpur.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YAQOOB KHAN REGARDING SHIFTING OF CONNECTION FROM MEPCO TO FESCO (A/C# 27 15243 0033105)**

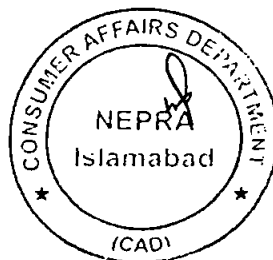
**DECISION**

This Decision shall dispose of the complaint filed by Mr. Muhammad Yaqoob Khan (hereinafter referred to as "the Complainant") against Multan Electric Power Company (hereinafter referred to as "the Respondent" or "MEPCO") in pursuance to the orders of the Honorable Lahore High Court dated June 16, 2023.

2. NEPRA received a complaint from Mr. Muhammad Javed on May 18, 2023 wherein the Complainant requested for shifting of his commercial connection from MEPCO to FESCO. In response, the Complainant was informed vide letter dated June 2, 2023 that a connection can be shifted within a distribution company and cannot be shifting from one distribution company to another.

3. Meanwhile, the Complainant approached Lahore High Court wherein the Honorable court vide order dated June 16, 2023 has directed NEPRA to decide the application of the Petitioner, if pending, strictly in accordance with applicable provisions of law, rules and policy within a period of three weeks and the Petitioner was directed to appear before NEPRA on June 21, 2023. However, the Petitioner did not appear before NEPRA on the said date.

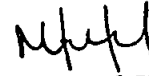
4. Nevertheless, in the interest of justice, the Complaint has been analyzed in accordance with relevant provisions of Consumer Service Manual (CSM) and applicable law and it has been observed that the service territories for distribution of electricity are defined in the Distribution Licenses of ~~XW~~.DISCOs. Therefore, providing electricity connection outside the service territory of DISCO will be in contravention of the terms and conditions of the Distribution License(s). Moreover, the Clause 2.12.2 of Consumer Service Manual (CSM) envisages procedure for shifting of connections. According to the said clause of CSM a connection can only be shifted within a distribution company and not from one distribution company to another distribution company.



5. Foregoing in view, the connection of the petitioner cannot be shifted from service territory of Multan Electric Power Company (MEPCO) to service territory of Faisalabad Electric Supply Company (FESCO). Therefore, request of the Complainant is hereby dismissed.

 11/7/2023

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



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



(Naveed Illahi Shaikh)  
Convener Consumer Complaints Tribunal  
Director General (CAD)

Dated: July 11, 2023

