



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**

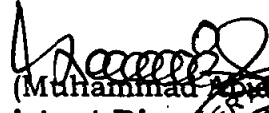
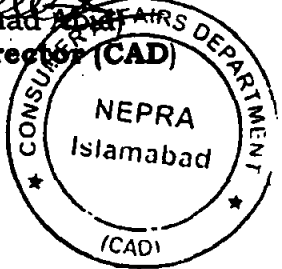
TCD.05/4167 -2023
September 15, 2023

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. SHAH NAWAZ S/O KHUDA BAKHSH, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING CORRECTION OF BILL (A/C# 15 15244 9467005). MEPCO-NHQ-20349-03-23

Please find enclosed herewith the decision of the NEPRA Complaints Tribunal dated September 15, 2023 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Asif)
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. Shah Nawaz S/o Khuda Bakhsh,
Basti Hakeem Punjabi Hazoori, Fazilpur,
Tehsil and District Rajanpur.
0336-3708787



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

Complaint No. MEPCO-NHQ-20349-03-23

Shah Nawaz S/o Khuda Bakhsh
Basti Hakeem Punjabi Hazoori,
Fazilpur, Tehsil and District Rajanpur.
0336-3708787

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearings: July 10, 2023

On behalf of

Complainant: Mr. Shah Nawaz

Respondent: Engr. Umar Ahmad, SDO, MEPCO,

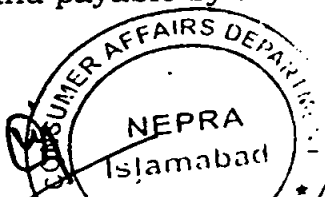
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAH NAWAZ S/O KHUDA BAKHSH, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING CORRECTION OF BILL (A/C# 15 15244 9467005).**

DECISION

This decision shall dispose of the complaint filed by Mr. Shah Nawaz S/o Khuda Bakhsh, Basti Hakeem Punjabi Hazoori, Fazilpur, Tehsil and District Rajanpur (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 a connection having reference No. 15-15244-9235109 was being used by him. The house located at Chowk Hospital Fazilpur was sold to Ch. Farooq Azam seven years ago. After sometime, the new owner i.e. Ch. Farooq Azam did not pay the bills and subsequently, the connection was disconnected. MEPCO Officials removed and took away the meter. However, a detection bill amounting to Rs. 38635/- was issued to the Complainant in January 2023 against his another reference No. 15-15244-9467005 which is located at Chak Khas Fazilpur. The concerned Sub Division was approached but the issue was not redressed. The Complainant prayed to withdraw the detection bill and recover the outstanding amount from the new owner.

3. The subject matter was taken up with MEPCO. In response, MEPCO vide letter No. 7193-95 dated May 17, 2023 stated that the record has been checked and found that Mr. Shah Nawaz is a MEPCO defaulter against PDISC connection having account No. 26-15244-0052659 (Old account No. 07-15244-9235109) since September 2015. The defaulter amount has been debited in his running account No. 15-15244-9467005 in February 2023 having same CNIC No. 32403-1630803-3 as per SOP for recovery purposes which is justified and payable by the Complainant.



4. In order to finalize the matter, a hearing was held on July 10, 2023 at NEPRA Head Office, Islamabad which was attended by both parties (i.e., MEPCO and the Complainant). During the hearing, the issue was discussed in detail. MEPCO Official informed that the outstanding amount had not been paid. The Complainant claimed to have sold the house and the new occupant did not pay the bills. MEPCO officials informed that the dues are outstanding against the premises; and connection is installed in the name of the Complainant; therefore the outstanding dues have been debited against his other connection.


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:

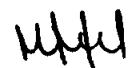
- (i) The connection in the name of Mr. Shah Nawaz bearing account No. 07-15244-9235109 was disconnected in October 2015 due to non-payment of bills. The Complainant was charged bill till September 2015 as 9921 kWh index when the meter status was active. The outstanding amount in September 2015 was Rs. 25097/-.
- (ii) The Complainant sold his house to Ch. Farooq Azam on October 30, 2017. Two Detection bills for 612 units and 262 units were issued by MEPCO in the month of July 2018 and September 2018 on permanently disconnected premises. The dues accumulated to Rs. 32182/-. MEPCO shifted the account in the list of deed defaulters and allotted new account No. 26-15244-0052659.
- (iii) Clause 8.2.8 of the Consumer Service Manual (CSM) provides that "If more than one connection exists in the name of a single owner and any of the connections defaults, and the DISCO allots permanent disconnection code as per procedure, in such a case the DISCO may transfer the outstanding dues of the defaulting connection to the other running connection(s) of the same owner for recovery purposes".
- (iv) The new occupant did not approach MEPCO for change of name when he purchased the premises. In view thereof; the bills prior to sale of the premises are liable to be paid by the old owner i.e. Mr. Shah Nawaz, the Complainant and thereafter payment of dues is the responsibility of the new owner i.e. Mr. Farooq Azam.


6- مندرجہ بالا حقائق کی روشنی میں میپکو کو ہدایت کی جاتی ہے کہ:

ا۔ چونکہ 25097 روپے (پچیس ہزار ستانوے روپے) کے بقایا جات مکان بیچنے سے پہلے کے ہیں لہذا یہ رقم پہلے مالک مکان (جو کہ مکرئی شاہ نواز ہیں) سے وصول کیے جائیں۔

ب۔ مکرئی چوہدری فاروق اعظم نے مکان 30 اکتوبر 2017 کو خرید جبکہ جرمانے کا بل جو کہ 612 یونٹوں اور 262 یونٹوں کے حساب سے بالترتیب ماہ جولائی 2018 اور ماہ ستمبر 2018 میں لاگو کیا گیا تھا۔ اس لیے یہ جرمانے کا بل نئے مالک مکان مکرئی چوہدری فاروق اعظم کے ذمہ واجب الادا ہیں لہذا میپکو کنزیومر سروس مینیول میں دی گئی ہدایات کی روشنی میں مکرئی چوہدری فاروق اعظم سے وصول کرے، مزید برآں نئے مالک کو برقی کنکشن پر نام تبدیلی کے لیے نوٹس جاری کرے۔


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


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


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

Islamabad, September 15, 2023

