



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

TCD 06/

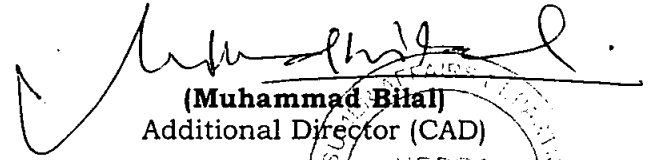
5058 -2023  
November 3, 2023

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 IFTIKHAR S/O REHMAT ALI, AL-MADINA MARBLE FACTORY, C/O MUHAMMAD UMAIR-UL-HASSAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DETECTION BILL (A/C# 27 15452 0665801) MEPCO-NHQ-20319-02-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated November 3, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Bilal)  
Additional Director (CAD)  
NEPRA  
Islamabad  
(CAU)

**Copy: -**

1. C.E/ Customer Services Director,  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Executive Engineer, Hasil Pur Division,  
Multan Electric Power Company (MEPCO),  
Vehari Rd, Purana Hasilpur, Hasil Pur, Bahawalpur.
3. Mr. Muhammad Iftikhar S/o Rehmat Ali,  
Al-Madina Marble Factory,  
**Postal Address:** Muhammad Umair-ul-Hassan,  
Abdul Majeed & Sons Commission Agent, Ghallah Mandi,  
Hasilpur, District Bahawalpur.  
0300-8698436



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

**Complaint No. MEPCO-NHQ-20319-02-23**

**Muhammad Iftikhar S/o Rehmat Ali**

..... **Complainant**

Al-Madina Marble Factory,

Postal Address: Muhammad Umair-ul-Hassan,

Abdul Majeed & Sons Commission Agent,

Ghalla Mandi, Hasilpur, District Bahawalpur.

0300-8698436

**VERSUS**

**Multan Electric Power Company (MEPCO)**

..... **Respondent**

MEPCO Complex, WAPDA Colony,

Khanewal Road, Multan.

**Date of Hearings:**

May 03, 2023,

June 7, 2023,

October 05, 2023

**On behalf of**

**Complainant:**

1) Mr. Muhammad Umair-ul-Hassan

**Respondent:**

1) XEN (Operation), Hasil Pur Division, MEPCO

2) Revenue Officer RO), Hasil Pur Division, MEPCO

3) Mr. Munir Akhlaq, SDO

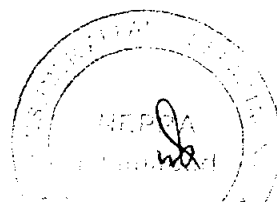
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IFTIKHAR S/O REHMAT ALI, AL-MADINA MARBLE FACTORY, C/O MUHAMMAD UMAIR-UL-HASSAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL (A/C# 27 15452 0665801)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Iftikhar Owner of Al-Madina Marble Factory, (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. NEPRA received a complaint from Mr. Muhammad Iftikhar, wherein the issue agitated by the Complainant was that MEPCO charged a Detection Bill amounting to Rs. 608,470/- in addition to the bill for the month of February 2023. No notice was served with regards to the Detection Bill and if meter was found defective, it was not replaced. The Complainant prayed to withdraw the illegal Detection Bill.

3. The subject matter was taken up with MEPCO. In response, MEPCO vide a report dated May 26, 2023 stated that as per M&T report dated December 27, 2022, the impugned



meter was found slow. So, the detection bill was issued for the period July 2022 to November 2022 amounting to Rs. 608470/- and multiplying factor was updated from the month of December 2022 to onward. By checking of MDM of AMR meter, and 33% slowness was found from July 04, 2022 to November 04, 2022 and 66% slowness w.e.f. November 04, 2022 to date. Therefore, 12083 units as detection bills were charged to the Complainant.

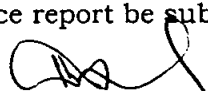
4. In order to finalize the matter, a hearing was held on May 03, 2023 at NEPRA Head Office, Islamabad which was attended by the Complainant only and MEPCO officials failed to attend the same. During the hearing, the issue was discussed with the concerned XEN on the telephone and he was directed to look into the matter in light of provisions of the Consumer Service Manual (CSM) which provides charging of Detection Bill for two previous months in case of slowness of metering equipment, whereas, in the instant case slowness has been charged for 05 months. The concerned XEN assured to redress the complaint in light of provisions of CSM. Due to the non-submission of the report, another hearing was scheduled for June 07, 2023, however, again MEPCO officials failed to appear. A final opportunity of hearing was provided to MEPCO on October 05, 2023 at NEPRA Head Office, Islamabad, which was attended by the concerned officials of MEPCO who reiterated the earlier version.


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. The following has been observed:

- (i) The Complainant is a consumer of MEPCO under industrial tariff bearing reference No. 27-15452-0665801. MEPCO has charged detection bill to the Complainant amounting to Rs. 608470/- for 12083 units on the basis of meter slowness for five (05) months.
- (ii) As per M&T report dated December 27, 2022, the impugned meter was found 33% slow from July 04, 2022 to November 04, 2022 & and 66% slow from November 04, 2022. The multiplying factor was updated from the month of December 2022 to onward.
- (iii) Clause 4.3.3 (c) (i) & (ii) of the Consumer Service Manual (CSM) provides that "In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles". In the instant case, MEPCO should have charged the detection bill for two previous billing cycles on the basis of slowness to recover its loss instead of charging the detection bill for five (5) months.

6. Foregoing in view, MEPCO is directed to revise a detection bill from five (5) months to two (2) months on the basis of 66.6% slowness with effect from November 04, 2022 to December 27, 2022 and at 33.3% slowness prior to November 04, 2022 (total period maximum 02 months).

7. Compliance report be submitted within fifteen (15) days.

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

  
(Muhammad Irfan-ul-Haq)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor

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

Islamabad, November 03, 2023

