



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/ ⁵⁰⁸⁸ -2023
November 03, 2023

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

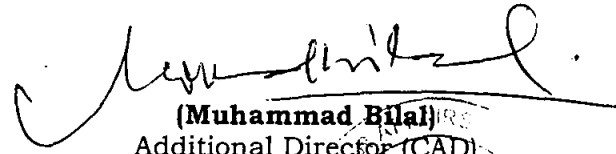
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JABIR ABBAS,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997,
AGAINST MEPCO REGARDING ILLEGAL EXTENSION OF 11KV LINE &
INSTALLATION OF 11KV TRANSFORMER.**
MEPCO-NHQ-20723-03-23

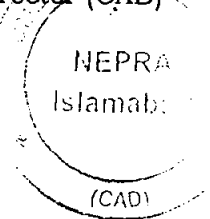
Please find enclosed herewith the decision of NEPRA Complaints Tribunal dated November 03, 2023, regarding the subject matter for necessary action and compliance.

Encl: As above

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. Chief Engineer (Planning),
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
4. Mr. Jabir Abbas,
Gulshan Bashir Colony, Phase-1,
Multan.
Email: jabir.abbas@yahoo.com
0321-6371058


(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-20723-03-23

Mr. Jabir Abbas,
Gulshan Bashir Colony, Phase-1,
Multan.
Email: jabir.abbas@yahoo.com
0321-6371058

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearings: July 17, 2023

Respondent: 1) Mr. Asghar Langah, Addl. Chief Engineer (T&C),
2) Mr. Ali Yasir, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JABIR ABBAS, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING ILLEGAL EXTENSION OF 11KV LINE & INSTALLATION OF 11KV TRANSFORMER. MEPCO-NHQ-20723-03-23

DECISION

This decision shall dispose of the complaint filed by Mr. Jabir Abbas, (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. Jabir Abbas, wherein the Complainant submitted that MEPCO has illegally given connections outside the Colony from the transformer installed inside the Colony. The Complainant further submitted that a transformer approved for Basti Rahim Abad, Multan, was illegally installed at Gulshan Bashir Colony Phase-I, Multan. The Complainant requested for relocation/shifting of the transformer outside the Colony.

3. The subject matter was taken up with MEPCO. In order to proceed further, a hearing was scheduled for June 15, 2023 which was re-scheduled on the request of MEPCO for July 17, 2023. The above hearing was attended by both the parties i.e. MEPCO & the Complainant, wherein the case was discussed in detail. During the hearing, the

Decision – Mr. Jabir Abbas VS MEPCO (Case No. MEPCO-NHQ-20723-03-23)



Complainant informed that MEPCO has provided connections to consumers outside the Gulshan-e-Bashir Colony from the independent transformer. In response, MEPCO submitted that the said connections have been disconnected. The Complainant further submitted that a HT line was extended by MEPCO for provision of electricity supply to Gulshan-e-Bashir on cost deposit basis. Now MEPCO has extended the said HT line for providing electricity supply to Basti Rahim Abad and installed the transformer inside the Gulshan-e-Bashir, Colony. The Complainant requested for shifting of transformer outside the boundary of the Colony. Clause 2.6(Note)(ii) of Consumer Service Manual (CSM) provides that in areas where Common Distribution System is not available, the connection will be granted on cost-deposit basis. If in future the system is converted into Common Distribution System by DISCO, the cost so incurred i.e. transformer, LT line etc. except HT line shall be reimbursed to the owner as per NEPRA Consumer Eligibility Criteria. In this case; if MEPCO has extended HT line of Gulshan-e-Bashir Colony for provision of supply to Basti Rahim Abad; the same is in accordance with the provisions of CSM. Moreover, as per Clause 3.1.2 of Consumer Service Manual, if an applicant/ consumer requires the re-location of a distribution facility i.e. HT/LT lines, transformers, structures, etc. for convenience, because of construction, or otherwise, MEPCO shall, at the consumer's/ applicant's expense, re-locate the distribution facility, if found feasible.

4. Foregoing in view, MEPCO is directed to shift the transformer if installed inside the Gulshan Bashir Colony to outside subject to payment of cost and provision of right of way by the Complainant.



(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/
Director (CAD)



(Muhammad Irfan-ul-Haq)

Member Consumer Complaints Tribunal
Assistant Legal Advisor



(Naweed Illahi Shalkh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, November 03, 2023

