



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**

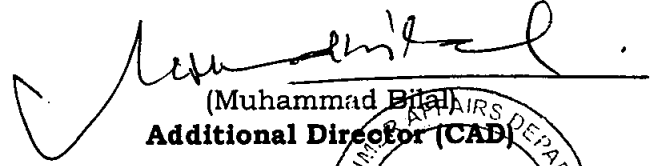
TCD.06/ ⁵¹¹⁶ -2023
November 6, 2023

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 ANJUM UL ZAMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WRONG DISCONNECTION (REF # 20 15175 8320700 R).**
MEPCO-MUL-6141-07-21

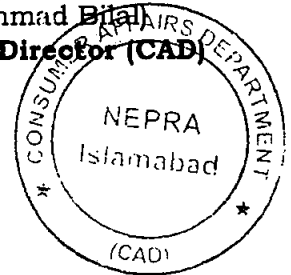
Please find enclosed herewith the decision of NEPRA Complaints Tribunal dated November 06, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy: -

1. C.E/ Customer Services Director, MEPCO,
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/ XEN (Op.), B. Zakariya (Moosa Pak),
MEPCO, Near WAPDA Town (Phase-I), Multan.
3. Mr. Raheel Azhar, Additional Director,
NEPRA Regional Office, 39-First Floor, Orient Mall,
Khanewal Road, Multan.
4. Mr. Muhammad Anjum ul Zaman,
S/o Muhammad Siddique, .
22-A, New Shalimar Colony, Kazmi Chowk,
Near Al-Noor Mosque, Bosan Road, Multan.
0300-6304260





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-MUL-6141-07-21

Mr. Muhammad Anjum Ul Zaman
S/o Muhammad Siddique,
22-A, New Shalimar Colony, Kazmi Chowk,
Near Al-Noor Mosque, Bosan Road, Multan.
0300-6304260

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearings: November 30, 2021
January 17, 2022
May 17, 2022
August 05, 2022
September 26, 2023
October 09, 2023

On behalf of:
Complainant: Mr. Anjum Ul Zaman

Respondent: Mr. Muhammad Rashid, XEN (Operations), MEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANJUM UL ZAMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WRONG DISCONNECTION (REF # 20 15175 8320700 R)

DECISION

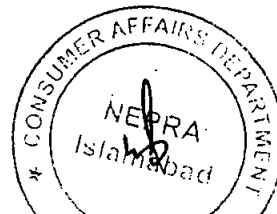
This decision shall dispose of the complaint filed by Mr. Muhammad Anjum ul Zaman S/o Muhammad Siddique, 22-A, New Shalimar Colony, Kazmi Chowk, Near Al-Noor Mosque, Bosan Road, Multan (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "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 his meter was removed without any prior notice. All the dues were clear with no pending bills. Since the day the meter was cut off, he used electricity from his father's connection having Reference No. 20 15175 8320704 U. The Complainant prayed to investigate the matter for unjustifiably disconnecting and removing his meter and to restore the electricity connection.

3. The subject matter was taken up with MEPCO. In response, MEPCO reported that the electricity meter of the consumer was disconnected against defaulting amount of Rs.

Decision – Mr. Muhammad Anjum-ul-Zaman VS MEPCO (Case No. MEPCO-MUL-6141-07-21)

Page 1 of 4

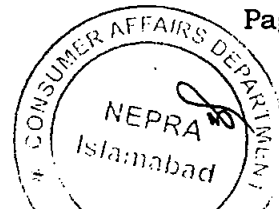


33,037/- . The report of MEPCO was sent to the Complainant for comments. In response, the Complainant submitted his rejoinder stating that the report of MEPCO is totally untruthful and is not based on facts. The Complainant has no relation with the defaulter's house. The Complainant vide letter dated nil informed the Director Commercial MEPCO that his brother's connection (Reference No. is 20 15175 8406100) may be a defaulter but MEPCO officials have unjustly removed Complainant's meter for recovery purpose. Subsequently, a hearing was conducted and after detailed deliberations, MEPCO officials agreed to recover the bill from the actual defaulter and to restore the electricity connection of the Complainant. Then, the Complainant vide his letter dated December 13, 2021, again approached NEPRA and submitted that MEPCO has installed a defective meter and issued a bill amounting to Rs. 6306/- Subsequently, another hearing in the matter was conducted on January 17, 2022 which was attended by MEPCO officials only. During the hearing, MEPCO officials agreed to defer the disputed amount of Rs. 6306/- and to replace the defective meter and retrieve the data of the impugned meter for charging the actual bill. The Complainant vide letter dated March 28, 2022 again approached NEPRA and submitted that MEPCO has issued him an excessive bill for Rs. 25284/- which is required to be withdrawn. Subsequently, MEPCO was directed vide letter dated April 11, 2022 to defer the disputed amount till the case is finalized. Another hearing in the matter was held at NEPRA Headquarters dated May 17, 2022 wherein the concerned XEN was directed to download the data of impugned defective meter and submit the report for scrutiny. MEPCO vide letter dated June 04, 2022 reported that the data of the removed meter was retrieved by M&T Department and the reading was found as 25649 kWh. In order to proceed further in the matter a hearing was held on August 05, 2022 at MEPCO Head Office, Multan which was attended by both parties (i.e., MEPCO and the Complainant), wherein the case was discussed in detail. During the hearing, the Complainant informed that his brother's connection was disconnected due to non-payment of excessive billing in October 2019 when no one was residing at that premises. The complaint was lodged in the concerned office which was not resolved. Instead, the Complainant's connection was illegally disconnected for recovery purposes. MEPCO officials further submitted that due to nil charging from July 2021 to October 2021, the average units as per average consumption are required to be charged through a detection bill. Since the issue was not resolved in a timely manner and the Complainant's meter was illegally disconnected to recover the outstanding dues of another connection in violation of provisions of the Consumer Service Manual (CSM), MEPCO was directed to inquire the matter and also check the record of gas bills to determine the excessive units charged to Reference No. 20 15175 8406100 and that the complainant be also associated in the proceedings.

4. As per the inquiry report dated October 21, 2022, the meter of the complainant having reference No. (20 15175 8320700) was disconnected in July 2022. During the disconnection period, the Complainant was using electricity from his father's connection having reference No. (20.15175-8320704). It was recommended that the bill of amount Rs. 6,306/- for November 2021 should be withdrawn. No detection should be charged from July 2021 to November 2021. Furthermore, as per the recommendation of the inquiry report the units recorded by the meter having reference No. (20-15175-8406100) in October 2019 and November 2019 are justified and payable. A final hearing in the matter was held on October 09, 2023.

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 concluded:

- (i) The Complainant having connection No. 20 15175 8320700 was wrongly disconnected in July 2021 to recover the outstanding dues of connection having reference No. 20 15175 8406100. As per PTC data, the reading charged to the Complainant on connection reference No. 20 15175 8320700 till June 2021 is 25280 index. Nil units were charged to the Complainant from July 2021 to October 2021 with the meter status (same reading). Defective code was allotted in November 2021 and units charged under defective code in November



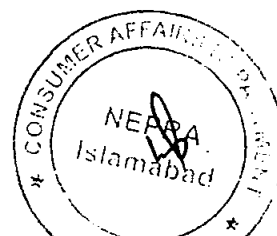
2021 were 329 units. In December 2021, 356 units were charged and in January 2022, 356 units were charged under defective code. The reading index after adding units charged under defective code from November 2021 to January 2022 comes as $(25280+329+356+356=26321\text{kWh})$. As per the M&T data retrieval report, the meter reading index was found as 25649kWh. Since MEPCO has already admitted in the inquiry report that during the disconnection period, the Complainant used electricity from his father's connection having reference No. 20 15175 8320700, therefore charging of units under defective code on the Complainant's connection is unjustified. Thus, reading charged (26321)-final reading (25649)=672 units are refundable to the Complainant.

- (ii) The billing history of the connection bearing No. 20-15175-8406100 is as under:-

Sr. No.	Billing Month	2017	2018	2019
1	January	42	41	52
2	February	50	46	14
3	March	59	55	42
4	April	84	234	63
5	May	362	295	44
6	June	246	133	49
7	July	320	77	12
8	August	468	94	43
9	September	626	49	96
10	October	286	65	728
11	November	68	77	611
12	December	57	35	1
	Average	222/Month	100/Month	146/Month

The billing history shows that consumption is consistence and no increase was observed from July 2018 to September 2019. The data also shows no dips and irregular behavior. Above data shows that the average consumption of the Consumer for the year 2018 was 100 units per month. The consumption of gas is negligible in the months of October 2019 and November 2019 as per the gas bills which strengthens the Consumer version that units charged on his electricity bills in the month of October 2019 and November 2019 are on the higher side and are required to be revised.

- (iii) Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading is the responsibility of MEPCO. Moreover, Clause-6.1.4 of Consumer Service Manual (CSM) provides that meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters.
- (iv) Previously, no any discrepancy has been pointed out by MEPCO and the Consumer was charged correct meter readings upto September 2019. Keeping in view the billing history and record of the Consumer, charging of $728+611=1339$ units to the Consumer during the month of October 2019 and November 2019 is unjustified as the same may be due to any internal overshooting of the meter and is not the actual consumption. Therefore; the bills for the month of October 2019 and November 2019 are required to be revised in accordance with provisions of Consumer Service Manual (CSM) which provides that in case of defectiveness of the meter; the bills be charged on the basis of 100% consumption of the corresponding months of the

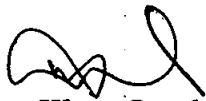



previous year or average of last 11 months whichever is higher. Since, the meter was disconnected due to non-payment of excessive bill, consumer is not liable to pay the penalty. Clause 8.8 of the CSM provides that if the connection is disconnected by DISCO and subsequently such action is declared null and void by NEPRA, no fee/charges on account of reconnection fees/fixed charges/minimum charges/security deposit/ cost of material is chargeable to the Consumer.

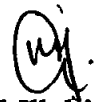
6. Foregoing in view MEPCO is directed to;

- (i) Charge bills to the Complainant for October 2019 & November 2019 on the basis of 100% consumption of the corresponding months of previous year or average of last 11 months whichever is higher for reference No. 20-15175-8406100.
- (ii) The electricity supply of the connection bearing reference No. 20 15175 8406100 be restored immediately after payment of the revised bill.
- (iii) The Complainant be refunded 672 units in light of the M&T data retrieval report for connection bearing reference No. 20 15175 8320700.

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


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

Islamabad, November 06 , 2023

