



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**

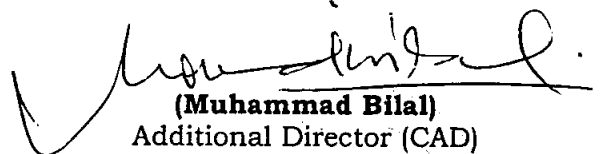
TCD.06/ 5467 -2023
November 28, 2023

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 USMAN & OTHERS, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING NON ISSUANCE OF BILL(S) (A/C# 10 15262 0419243, 10 15262 0419876, 20 15262 3175103). MEPCO-NHQ-28377-09-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated November 28, 2023, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

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. Executive Engineer, Taunsa Division,
Multan Electric Power Company (MEPCO),
Near 132 kVA Grid Station, Taunsa.
4. Mr. Muhammad Usman & Others,
Mohallah Sheikhan Wala, Tehsil & District Taunsa.
0322-8841661



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

Complaint No. MEPCO-NHQ-28377-09-23

Mr. Muhammad Usman & Others,
Mohallah Sheikhan wala, Tehsil & District Taunsa.
0322-8841661

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: November 07, 2023

On behalf of:

Complainant: 1) Mr. Muhammad Imran

Respondent: 1) Syed M. Wajahat, SDO Taunsa Division, MEPCO.

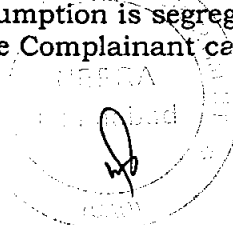
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD USMAN & OTHERS, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING NON ISSUANCE OF BILL(S) (A/C# 10 15262 0419243, 10 15262 0419876, 20 15262 3175103).**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Usman & Others, Mohallah Sheikhan Wala, Tehsil & District Taunsa, (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. Brief facts of the case are that the Complainants applied for new connection on November 08, 2022 whereby MEPCO issued demand notice on March 9, 2023, which was paid by the Complainant on the same date. The connection of the Complainant namely Mr. Zia-ur-Rehman bearing account No. 20-15262-3175103 was installed at premises vide service connection order dated June 14, 2023, however, the connection date on bill is mentioned as August 17, 2023 and bill was issued during the month of September 2023 wherein consumption was charged accumulatively for 305 units for the month of July 2023 to September 2023 without segregation. Resultantly, the Complainant was charged tariff of unprotected category.

3. The subject matter was taken up with MEPCO and a hearing was held on November 7, 2023 at NEPRA Head Office, Islamabad which was attended by both parties (i.e., MEPCO and the Complainant), wherein the case was discussed in detail. During the hearing, MEPCO officials in their written/verbal arguments submitted that MEPCO has corrected the bill manually but PISC data has not been updated. If consumption is segregated w.e.f. date of installation i.e. June 14, 2023; protected category of the Complainant can be maintained.



4. Foregoing in view, MEPCO is directed to approach PITC for correction of connection date against reference No. 20-15262-3175103 in accordance with the service connection order i.e. June 14, 2023 and consumption be segregated accordingly. Bill of the Complainant be also revised in accordance with the category of protected consumers.

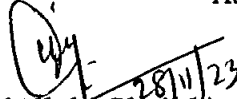
5. Compliance report in this regard be submitted within fifteen (15) days.



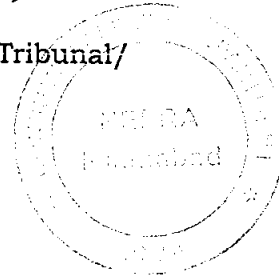
(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)



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



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



Islamabad, November, 28 2023