



**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/ 1112 -2024  
March 05, 2024

**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. HAFEEZULLAH KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DETECTION BILL (A/C# 29 15266 0127600).**  
**MEPCO-NHQ-30793-11-23**

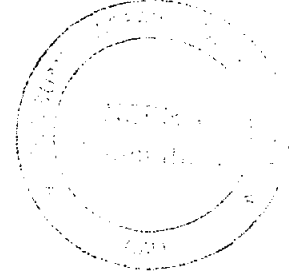
Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated March 05, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days.

**Encl: As above**

  
**(Muhammad Abid)**  
Assistant 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 Sharif,  
District D.G Khan.
4. Mr. Hafeezullah Khan,  
S/o Col. Azizullah Khan,  
Kaloo Ala, Taunsa.





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

**Complaint No. MEPCO-NHQ-30793-11-23**

**Mr. Hafeezullah Khan,**  
S/o Col. Azizullah Khan,  
Kaloo Ala, Taunsa.

..... Complainant

**VERSUS**

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

..... Respondent

**Date of Hearing:** December 15, 2023  
February 21, 2024

**On Behalf of  
Complainant:** Mr. Arif Khan

**Respondent:** Mr. Zeshan Haider, SDO

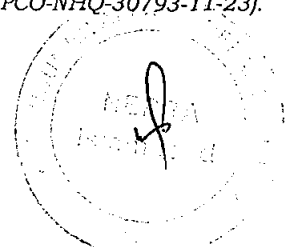
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAFEEZULLAH KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DETECTION BILL (A/C# 29 15266 0127600).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Hafeezullah Khan S/o Col. Azizullah Khan (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 wherein the Complainant submitted that he is a consumer of MEPCO having a tube well connection under reference No. 29152660127600. The complainant further added that on November 02, 2023 due to burning of the meter terminals some fault occurred in metering installation and therefore he requested MEPCO for rectification of the same. MEPCO officials connected the wire directly to the supply and informed that the meter will be replaced within two or three days. After two days, MEPCO team visited the site, took pictures of direct electricity supply, lodged FIR and charged a detection bill of 26385 units. The Complainant requested for withdrawal of the detection bill.

3. The matter was taken up with MEPCO for submission of report vide this office letter dated November 10, 2023. MEPCO was also directed vide said letter to issue a provisional bill amounting to Rs. 100,000/-, defer the remaining disputed amount, issue current bills and to restore electricity supply upon payment of the said provisional bill. In response, MEPCO

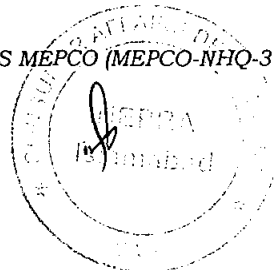


reported that the connection was checked by LS Feeder Incharge along with staff on November 03, 2023 and found incoming cables removed from meter terminal and direct electricity supply was running from the line. A Notice No. 901 dated November 03, 2023 was served to the Complainant and a detection bill for 26385 units was charged for the period from May, 2023 to October, 2023 (06 months) after approval of the Competent Authority in light of Clause 9.1 (3) of the Consumer Service Manual (CSM). FIR No. 442/23 dated November 04, 2023 was also registered against the user of the connection M. Akhtar on account of theft of electricity under section 462-L.

4. In order to probe further into the matter, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties (MEPCO officials & the Complainant) wherein case was discussed in detail.

5. The case has been examined in detail in the light of written/verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant is an agricultural consumer of MEPCO under reference No. 29152660127600. MEPCO disconnected the electricity supply of the Complainant on November 03, 2023 on the allegations of illegal abstraction of electricity by using direct supply and FIR was also registered against the Complainant. The complainant was served with a notice dated November 03, 2023 and detection bill amounting to Rs. 757,250/- for 26385 units for a period of six (06) months i.e. from May, 2023 to October, 2023.
- (ii) Clause-9.2 of Consumer Service Manual (CSM) envisage procedure for establishing illegal abstraction of electricity and charging of detection bill thereto. However, MEPCO has not adopted the due procedure for charging of detection bill. According to the relevant provisions of CSM, detection bill is to be charged in order of priority on the basis of previous consumption, future consumption and on load basis. MEPCO has charged the impugned detection bill on the basis of load.
- (iii) Analysis of billing history shows no suspicious consumption by the Complainant because consumption of the Complainant is almost similar as compared to the consumption in corresponding months of previous years except three months in which consumption is slightly on lower side. Further, there is no increase/decrease in yielding area of the Complainant.
- (iv) Moreover, Clause-6.1.4 of Consumer Service Manual (CSM) provides that meter readers shall check the irregularities/discrepancies in the metering system at the time of reading meters/taking snapshots and report the same in the discrepancy book or through any other appropriate method as per practice. However, no such discrepancy was pointed out by the concerned meter reader during meter reading of impugned meter till previous month of the incident. There are no previous allegations against the Complainant for involvement in theft of electricity. The Complainant denied the allegations of MEPCO regarding theft of electricity supply rather submitted that he himself requested MEPCO for replacement of meter. If there was any discrepancy MEPCO should have charged the detection bill on the basis of previous billing history, future consumption and not on the basis of load directly.
- (v) The record so produced by MEPCO reflected that MEPCO enhanced multiplying factor for the period from November, 2021 to October, 2023 on the basis of 33.3% slowness. The meter was replaced during the month of November, 2023. This shows that MEPCO officials were aware about malfunctioning of one phase of meter and to recover loss sustained due to malfunctioning of meter, multiplying factor was enhanced and it is quite possible that this malfunctioning of meter lead in burning of meter terminal which was pointed out to MEPCO officials from the Complainant side.



(vi) The Consumption of the Complainant in three months of the disputed period is slightly on lower side. Consumer Service Manual (CSM) provides that agricultural tube wells installed at perennial area be charged 15% load factor for issuance of detection bill(s), whereas in the instant case, MEPCO has charged 50% load factor which is in violation of provisions of the Consumer Service Manual (CSM). From above it is concluded that quantum of units charged by MEPCO is on the higher side and the same is required to be revised.

6. Foregoing in view, MEPCO is directed to revise the detection bill of 26,385 units from six (06) months to three (03) months at 15% load factor. Already charged units and paid bills (if any) during the said period be adjusted accordingly. Compliance report be submitted within fifteen (15) days.

6. مندرجہ بالا احکامات کے پیش نظر، میپکو کو ہدایت کی جاتی ہے کہ 26,385 یونٹس کے جرمانے کے بل کو چھ (06) ماہ سے تین (03) ماہ پر 15 فیصد لوڈ فیکٹر پر تبدیل کر کے جاری کرے اور پہلے سے چارج شدہ یونٹس اور ادا شدہ بل (اگر کوئی ہیں) کو اسی کے مطابق ایڈجسٹ کیا جائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/  
Director (CAD)

(Moqem ul Hassan)

Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, March 05, 2024

