



**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**

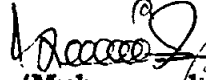
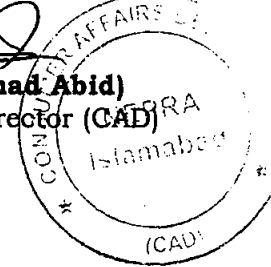
TCD.06/ 1624 -2024  
April 3, 2024

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. AWAIS MOGHUL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WRONG BILLING ON TEMPORARILY DISCONNECTED PREMISES (REF# 27 15451 1753701 U).**  
**MEPCO-MUL-24764-05-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated April 3, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Abid)  
Assistant Director (CAD)  


**Copy: -**

1. C.E/ Customer Services Director, (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/ XEN (Op.), Hasil Pur Division,  
MEPCO, Vehari Rd, Purana Hasilpur, Hasil Pur,  
Bahawalpur.  
062-2441177; 0302-8294395
4. Mr. Awais Moghul  
On behalf of Arooj Aziz,  
Mudassar Farooq Cotton Industry,  
Talhar Road, Tehsil Hasilpur,  
District Bahawalpur.  
0333-3026240

( For follow-up, please )



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

**Complaint No. MEPCO-MUL-24764-05-23**

**Mr. Awais Moghul**  
On behalf of Arooj Aziz,  
Mudassar Farooq Cotton Industry,  
Talhar Road, Tehsil Hasilpur,  
District Bahawalpur.  
0333-3026240

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearings:** July 06, 2023  
October 05, 2023  
December 11, 2023  
January 17, 2024

**On behalf of:**

**Complainant:** Mr. Farrukh Afzal  
Mr. Adnan Mughal

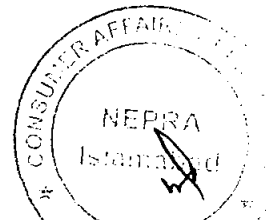
**Respondent:** Mr. Ammad Ali, SDO (Operations), MEPCO  
Mr. Munir Akhtar, SDO (Operations), MEPCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AWAIS MOGHUL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WRONG BILLING ON TEMPORARILY DISCONNECTED PREMISES (REF# 27 15451 1753701 U)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Awais Moghul, Mudassar Farooq Cotton Industry, Talhar Road, Tehsil Hasilpur, District Bahawalpur (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 approached MEPCO Office regarding temporary disconnection, whereas the connection was not disconnected by MEPCO. The electricity was temporarily disconnected in October 2022 by MEPCO, however, the electricity bill for the month of November 2022 was issued in which fixed charges were levied. The Complainant approached MEPCO for correction/ withdrawal of wrong bill for the month of November 2022. There was no response from MEPCO, therefore the Complainant approached NEPRA and requested to withdraw/cancel the Fixed Charges levied by MEPCO.



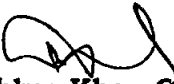
3. The subject matter was taken up with MEPCO for submission of report/ comments. Upon non-receipt of comments, a hearing in the matter was conducted on July 06, 2023 at NEPRA Regional Office, Multan which was attended by both the parties (i.e., MEPCO and the Complainant's representative). MEPCO Official submitted that SJOs for temporary disconnection was implemented well in time. No excess reading/units were charged. The bill for the month October 2022 is charged on the basis of fixed charged/MDI charges @ 50% of total sanctioned load as per notified tariff terms and conditions. The Complainant vide his letter dated July 08, 2023, again approached NEPRA and raised observations over the report of MEPCO. Due to non-availability of record with the complainant and request made by the Complainant; multiple hearings were conducted. Final hearing was held at NEPRA Headquarters Islamabad on January 17, 2024. The said hearing was not attended by the complainant.

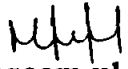
4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The following has been observed:


- (i) According to the complainant; he approached MEPCO for temporary disconnection in August 2022 however, no document was provided by the Complainant through which it can be determined on what date the Complainant approached MEPCO for temporary disconnection. The available record shows that MEPCO processed the application of Temporary Disconnection on October 14, 2022 against SJO NO 00748.
- (ii) Clause 8.3 of Consumer Service Manual (CSM) provides that the temporary disconnection of supply may be allowed on consumer request, for a maximum period of eleven months provided that the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection and that exemption in payment of minimum/fixed charges will be admissible for the actual period of disconnection.
- (iii) The electricity bill for the month of October 2022 had meter reading date of October 31, 2022. The bill was issued on November 03, 2022. Prior to reading date; the case for temporary disconnection was processed by MEPCO. The meter reading snaps printed on the electricity bill for the month of October 2022 & November 2022 reflect status of "Permanent Disconnection". Therefore, issuance of bills for fixed charges for the month of October 2022 and November 2022 are unjustified.

5. Foregoing in view, MEPCO is hereby directed to withdraw the fixed charges bill for the month of October 2022 and November 2022. Compliance report be submitted within fifteen (15) days.

5۔ مندرجہ بالا حقائق کی روشنی میں میپکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو اکتوبر 2022 اور نومبر 2022 میں جاری کیے گئے مقررہ چارجز واپس لے۔ تعمیل کی رپورٹ پندرہ (15) دن میں پیش کی جائے۔

  
(Lashkar Khan Qambrani)  
Member, Complaints Resolution Committee/  
Director (CAD)

  
(Moqem ul Hassan)  
Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

  
(Naveed Illahi Shaikh)  
Convener, Complaints Resolution Committee/  
Director General (CAD)

03/04/24

CONSUMER AFFAIRS DE  
NEPRA  
Islamabad  
(CAD)

Islamabad, April 03, 2024