



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office Multan
39-First Floor, Orient Mall,
Khanewal Road, Multan.
Phone:061-6784537

**Consumer Affairs
Department**

TCD.06/ 1612 -2024
April 25, 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. MUHAMMAD TUFAIL S/O ABDUL GHANI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WITHDRAWAL OF DETECTION BILL (REF# 29 15912 0820616 R).
MEPCO-MUL-34259-02-24

Please find enclosed herewith the decision of the NEPRA Regional Office (Consumer Affairs) Multan, dated April 25, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Raheel Azhar)
Additional Director (CAD)

Copy: -

1. C.E/ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Director,
Consumer Affairs Department,
NEPRA Tower, Ataturk Avenue (East),
Sector G-5/1, Islamabad.
3. Executive Engineer/ XEN (Op.),
Khanewal Division,
Multan Electric Power Company (MEPCO),
Khanewal.
0302-8404063
4. Mr. Muhammad Tufail S/o Abdul Ghani,
Mouza Nanak Pur, Khanewal.
0305-7831534, 0306-4230073



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

Complaint No. MEPCO-MUL-34259-02-24

..... Complainant

Mr. Muhammad Tufail,
S/o Abdul Ghani,
Mouza Nanak Pur,
Khanewal.

VERSUS

..... Respondent

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

Date of Hearing: April 02, 2024

On Behalf of
Complainant: Mr. Muhammad Tufail

Respondent: Mr. Tariq Mahmood, XEN MEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD TUFAIL S/O ABDUL GHANI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WITHDRAWAL OF DETECTION BILL (REF# 29 15912 0820616 R).
MEPCO-MUL-34259-02-24

DECISION

This decision shall dispose of the Complaint filed by Mr. Muhammad Tufail (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 in his complaint submitted that he received a bill of Rs. 235,855/- from MEPCO, vide letter No. 14275-78 dated September 21, 2023. The bill was accompanied by a report stating that the accuracy of AMR meter was found 37% slow during a site inspection. The Red phase current element was found defective. The running load of the tubewell connection was reported as 24.45 kW, whereas the AMR meter displayed a load of 15.42 kW. The Complainant promptly paid the mentioned bill. Then, he received another bill from MEPCO amounting to Rs. 456,044/-. The Complainant prayed to investigate and remove discrepancies to ensure that justice prevails.

3. The matter was taken up with MEPCO for submission of parawise comments/report. In response, MEPCO reported that the Complainant was charged detection for 7718 units on account of meter 37% slow for the period July 2023 to August 2023 (02 months) and a detection for 6642 units at 37% meter slowness for the period November 2022 to October 2023 in light of M&T data retrieval report of AMR meter.

4. In order to probe further into the matter, a hearing was held at NEPRA Regional Office, Multan on April 02, 2024 which was attended by both the parties who advanced their arguments based- on their earlier submissions. The case has been examined in detail in the light of the 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. 29 15912 0820616 R with sanctioned load of 22 kW. The premises of the Complainant was checked by M&T Department on September 21, 2023 and issued result vide his No. 14275-78 dated September 21, 2023 that accuracy of AMR meter 37% slow due to blue phase voltage and current element found dead at running load 24 kW. Complainant was charged detection for 7718 units on account of meter 37% slow for the period July 2023 to August 2023 (02 months). The multiplying factor was enhanced in October 2023 and meter was replaced in November 2023. SDO (Operations) requested M&T formation dated November 06, 2023 for data retrieval of AMR meter No. 36530 and M&T retrieved data dated November 11, 2023 declaring that 14360 units be charged on account of meter 37% slowness from November 2022 to October 2023 (12 months). Already detection units charged to the consumer in September 2023 were 7718 units. In this way, 6642 units are chargeable to the consumer.
- (ii) On scrutiny of record, it was observed from Detection Bill Proforma that the period of charging was from June 2023 to August 2023 (03 months) instead of July 2023 to August 2023 (02 months) as the units already charged were found as 13308 and units chargeable have been wrongly calculated as 7718 units.
- (iii) Clause 4.3.3 (c) (i) and (ii) of Consumer Service Manual (CSM) provides that "in case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles", therefore, MEPCO should have charged detection bill on the basis of slowness for two months instead of three months in September 2023. Furthermore, Clause 6.1.4 provides that Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies.

5. Foregoing in view, MEPCO is directed to charge detection bill on the basis of 37% slowness for the period July 2023 to August 2023 (02 months) and enhance multiplying factor as per slowness till meter replacement. Further, MEPCO is directed to withdraw the second detection bill charged for the period November 2022 to October 2023 (12 months) in light of the provisions of the Consumer Service Manual (CSM). Compliance report be submitted within fifteen (15) days.

6. مندرجہ بالا حقائق کی روشنی میں، میپکو کو ہدایت کی جاتی ہے کہ میٹر معائنے سے پیچھے دو ماہ کا سپلیمنٹری بل 37 فیصد سست روی کی بنیاد پر جاری کرے اور میٹر کی تبدیلی تک سست روی کے مطابق ضرب کے عنصر کو بڑھایا جائے۔ علاوہ ازیں قابل اطلاق FPA/LPS کو اسی کے مطابق درست کرے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Raheel Azhar)
Additional Director (CAD)

(Abid Hussain)
Advisor (CAD)

Multan, April 25, 2024

