



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/ 2076 -2024
September 30, 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. ADNAN HABIB,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST MEPCO REGARDING WITHDRAWAL OF DETECTION BILL (REF#
03 15745 1071300 R)
MEPCO-MUL-40622-07-24**

Please find enclosed herewith the decision of the NEPRA Regional Office (Consumer Affairs) Multan, dated September 30, 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.),
Ali Pur Division (MEPCO),
Tehsil Ali Pur, District Muzaffargarh.
066-2552881
4. Mr. Adnan Habib,
Khair Pur, Tehsil Ali Pur,
District Muzaffargarh.
0302-2233932



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-MUL-40622-07-24

Adnan Habib S/O Habib ur Rahman
Basti Khairpur Sadat, Tehsil Alipur,
District Muzafargarh.
Ph: 0302-6969949

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): August 19, 2024

On behalf of:

Complainant: Mr. Nadeem Hussain S/o Anwar Hussain

Respondent: C.E/ Customer Services Director, MEPCO,
MEPCO Complex, WAPDA Colony, Khanewal Road,
Multan.
Executive Engineer/ XEN (Op.),
Ali Pur Division (MEPCO) Tehsil Alipur,
District Muzafargarh.
Ph: 066-2552881

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN HABIB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WITHDRAWAL OF DETECTION BILL (REF# 03 15745 1071300 U)**

DECISION

This decision shall dispose of the Complaint filed by Mr. Adnan Habib (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 in the billing month of June 2024, he noticed an additional charge labeled as data downloading units on his electricity bill, which amounted to Rs:93,888/-. These units were not charged in the preceding six months and were suddenly included without any prior notification or justification. He believed the action by MEPCO is unjust and illegal. The Complainant prayed to investigate the matter and to reverse the charges.

3. The matter was taken up with MEPCO for submission of parawise comments/report. In order to probe further into the matter, a hearing was held at NEPRA Regional Office, Multan on August 19, 2024 which was attended by both the

parties who advanced their arguments. 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:

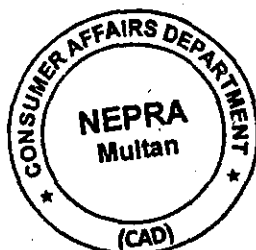
- (i) The Complainant is a commercial consumer of MEPCO under reference No. 03 15745 1071300/ A-2 with sanctioned load of 01 kW.
- (ii) On scrutiny of record, it was observed that as per PITCH billing history statement defective code was placed on the meter bearing No: 8545403 Make KBK against single phase commercial connection in the month of April 2023 due to meter display washedout. The consumer was charged on defective code till December 2023. The meter was replaced in the month of December 2023 after lapse of about 09 months. The removed meter was sent to M&T Lab for data retrieval in January 2024, whereas, the data was retrieved vide report dated May 09, 2023. The MEPCO charged detection bill for 1492 kWh units against the data retrieval report.
- (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.
- (iv) Clause 4.3.2 of the Consumer Service Manual (CSM) provides that if the defectiveness of the meter is due to display wash then MEPCO shall:
 - a) Replace the metering installation immediately or within two billing cycles if meters are not available.
 - b) MEPCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months.
 - c) Data of the impugned meter shall be retrieved and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer and already charged bills issued on average basis shall be adjusted.
 - d) The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash.

4. Since, the procedure mentioned in the CSM has not been followed by the MEPCO and the average consumption observed after the meter replacement do not match with the detection bill charged for 1492 units, the same is considered unjustified.

5. Foregoing in view, MEPCO is directed to withdraw the detection bill charged for 1492 units to the consumer in light of the provisions of the Consumer Service Manual (CSM). Compliance report be submitted within fifteen (15) days.

(Engr. Raheel Azhar)
Additional Director
Consumer Affairs
Department.

September 30, 2024



(Abid Hussain)
Advisor
Consumer Affairs
Department.