



**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**

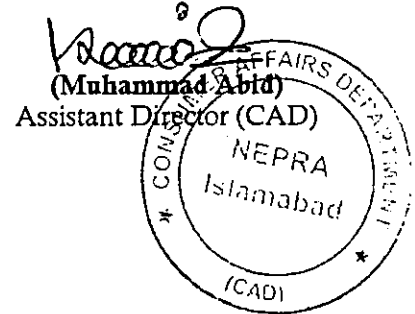
TCD 06/ **4269** -2024  
September 24, 2024

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 SAJID S/O ALLAH BAKSH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DELAY IN PROVISION OF CONNECTIONS.**  
**MEPCO-NHQ-18438-12-22**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated September 24, 2024, regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above



Copy: -

1. C.E/ Customer Services Director,  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Chief Engineer (Planning),  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
3. Executive Engineer/ XEN (Op.), Model Town Division,  
Multan Electric Power Company (MEPCO),  
Near Railway Station, Bahawalpur.
4. Mr. Muhammad Sajid S/o Allah Baksh,  
Abadi Near Rescue 1122, Near Jamia Siddiqia,  
Karachi Morr, Bahawalpur.  
0300-6855388



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

**Complaint No. MEPCO-NHQ-18438-12-22**

**Mr. Muhammad Sajid S/o Allah Baksh,**  
Abadi Near Rescue 1122, Near Jamia Siddiqia,  
Karachi Morr, Bahawalpur.  
0300-6855388

..... Complainant

**VERSUS**

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

..... Respondent

**Date of Hearing:** July 13, 2023,  
January 23, 2024 &  
January 31, 2024

**On behalf of**  
**Complainant:** Mr. Muhammad Sajid  
Mr. Muhammad Shoukat

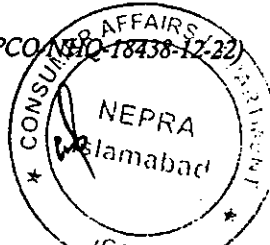
**Respondent:** Chaudhary Khalid Mehmood, C.E (Planning), MEPCO

**Subject: - DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SAJID S/O ALLAH BAKSH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DELAY IN PROVISION OF CONNECTIONS.**

This decision shall dispose of the complaint filed by Mr. Muhammad Sajid S/o Allah Baksh, Abadi Near Rescue 1122, Near Jamia Siddiqia, Karachi Morr, 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 in the complaint submitted that MEPCO has not provided an electricity connection to the Complainant and requested NEPRA to direct MEPCO for provision of connection. The matter was taken up with MEPCO and subsequently hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties. During the hearing, MEPCO submitted that connection cannot be provided to the Complainant due to non-availability of NOC of the Civic Agency as required under clause 2.3.6 of the Consumer Service Manual (CSM). The Complainant submitted that this area falls under rural area and as per provision of CSM, NOC is not required for provision of connection. Moreover, MEPCO has already provided connections in the area to the other residents. On the contrary, MEPCO recommended that the connection(s) may be given to the Complainant under clause 2.7.4 of the Consumer Service Manual (CSM). The Complainant submitted that he provided NOC and other documents/proofs

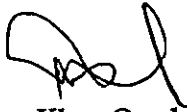
*CRC Decision – Mr. M. Sajid VS. MEPCO (MEPCO-NHQ-18438-12-22)*

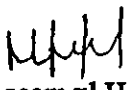



to MEPCO for provision of connection. In order to probe further into the matter, another hearing was conducted on January 31, 2024 which was attended by the Chief Engineer (Planning) and the Complainant. During the hearing, the Complainant informed that he has NOC from the concerned Civic Agency whereas MEPCO raised objection that the NOC is not regarding provision of electricity connections. In view of the said, MEPCO was directed to verify the NOC from the concerned Civic Agency i.e. Municipal Corporation, Bahawalpur and obtain consent of the Civic Agency that whether it has any objection for electrification of the said colony/ scheme on cost deposit basis or otherwise. In response, MEPCO submitted that Municipal Officer (Planning) MC Bahawalpur was asked regarding issuance of NOC for the electrification of Gulshan-e-Habib Colony. Municipal Officer Planning MC Bahawalpur has intimated that the electricity connection of the Gulshan-e-Habib Colony should not be approved until the owners of the area obtain the approval NOC from his office. The report of MEPCO was sent to the Complainant for information. In response, the Complainant has again approached this office and submitted NOC issued by Municipal Corporation Bahawalpur.

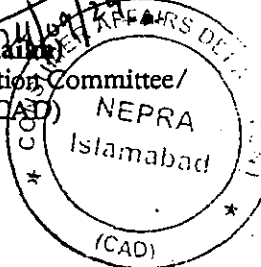
4. Clause 2.3.6 of Consumer Service Manual (CSM) envisages the procedure regarding layout plan (LOP) or NOC. Moreover, Clause 2.7.4 of Consumer Service Manual (CSM) emphasize that if any Housing Scheme / Society / Colony / Commercial Plaza/High Rise Building/Multistory Building is not electrified by the sponsor or there is no sponsor then the residents/ applicants may approach the concerned DISCO in form of groups for electrification on cost deposit basis. Such areas may also be electrified by the concerned DISCO at its own and cost so incurred shall be recovered from the prospective consumers proportionate to their load. However, codal formalities for provision of connection in such cases must be observed. In the instant case; Municipal Corporation, Bahawalpur vide letter No. MC/Planning/Bahawalpur/1378 dated June 03, 2024 has provided NOC for provision of electricity connection to the Complainant.

5. Foregoing in view, MEPCO is directed to provide connection to the Complainant on cost deposit basis subject to verification of the NOCs provided by the Complainant and issued by Municipal Corporation Bahawalpur vide letter No. MC/Planning/Bahawalpur/1378 dated June 03, 2024. A copy of the said NOC is enclosed for the purpose of verification. Compliance report in this regard be submitted to this office within thirty (30) days.

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

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

  
(Naweed Illahi Shah)  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Stamp:   
NEPRA  
Islamabad  
(CAD)

Islamabad, September 24, 2024