



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**


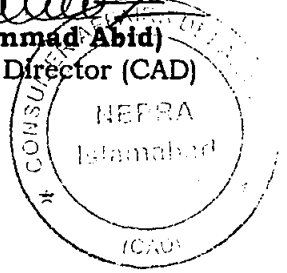
TCD 06/ 1314 -2024
March 15, 2024

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. HAYAT MUHAMMAD S/O MUHAMMAD RAMZAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE (A/C# 29 15713 0576420). MEPCO-NHQ-30016-10-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated March 15, 2024, regarding the subject matter for necessary action and compliance within thirty (30) 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. Executive Engineer/ XEN (Op.), Khan Garh Division,
Multan Electric Power Company (MEPCO),
Karachi Road, Near Shakir Academy, Khan Garh,
District Muzaffargarh.
3. Mr. Hayat Muhammad S/o Muhammad Ramzan,
Mouza Chah Chimroo Wala, P.O. Khangarh,
Tehsil & District Muzaffargarh.
0301-7711026



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-30016-10-23

Mr. Hayat Muhammad

Mouza Chah Chimroo Wala, P.O. Khangarh
Tehsil & District Muzaffargarh.

..... **Complainant**

VERSUS

Multan Electric Power Company (MEPCO)

MEPCO Complex, WAPDA Colony
Khanewal Road, Multan.

..... **Respondent**

Date of Hearing: February 22, 2024

**On behalf of
Complainant:**

Mr. Hayat Muhammad

Respondent:

Mr. Khalid Rasool Revenue Officer, MEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAYAT MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE

DECISION

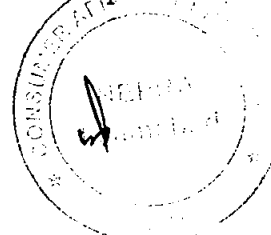
This decision shall dispose of the complaint filed by Mr. Hayat Muhammad (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "Respondent" or "MEPCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint wherein the Complainant submitted that MEPCO was approached for provision of agricultural connection against which a demand notice amounting to Rs. 5,86,004/- was issued by MEPCO on October 15, 2021 which was subsequently paid on October 30, 2021 and the connection was installed on May 19, 2022. The Complainant further submitted that MEPCO, later issued another demand notice for payment amounting to Rs. 1,41,263/- on July 22, 2022. Being aggrieved with the second demand notice, the Complainant requested to direct MEPCO to withdraw the same in accordance with relevant provisions.

3. The subject matter was taken up with MEPCO whereby MEPCO vide a letter dated January 12, 2024 inter alia submitted that the second demand notice amounting to Rs. 1,41,263/- was issued to the Complainant on July 22, 2022 due to revision of material rates and the same is liable to be paid by the Complainant. As a way to further examine the matter, a hearing was held on February 22, 2024 at NEPRA Head Office, Islamabad wherein both the parties participated and advanced their respective arguments.

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

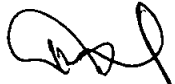
- i. The Complainant applied to MEPCO for a new agricultural connection for load of 19 kW. In response, MEPCO issued a demand notice amounting to Rs. 5,86,004/- on October 15, 2021 which was paid by the Complainant on October 30, 2021




within the prescribed time period. The connection was energized on May 19, 2022. Later, another/second demand notice amounting to Rs. 1,41,263/- dated July 22, 2022 was issued to the Complainant for payment.

- ii. According to time frame for new connection given in NEPRA Performance Standards (Distribution) Rules, 2005 read with Consumer Service Manual (CSM), DISCOs are required to provide electricity connection within time period of (34) days from the date of payment of demand notice in case of load between 15-70 kW. In the instant matter, the demand notice was paid in full on October 30, 2021 and the connection having sanctioned load of 19 kW should have been installed by December 03, 2021, however, the same was installed on May 19, 2022.
 - iii. Perusal of the documentary evidence submitted by MEPCO revealed that the Complainant was charged difference of capital cost of the required material i.e. 25 kVA transformer etc. in the form of revised demand notice due to considerably delayed allocation of the material by MEPCO. The record further reflects that the rates of material were revised on May 01, 2022, however, the required material was allocated on May 11, 2022 which essentially led to the issuance of revised demand notice and subsequent installation of connection on the revised rates.
 - iv. According to clause 2.7.1 of the CSM, in the cases where there is shortage/non availability of material, DISCOs can ask the applicant to procure required material as per the specifications of DISCOs. In the instant case, if there was any shortage/non availability of the material, MEPCO should have informed the Complainant for procurement of the same on its own, however, MEPCO neither installed the connection nor informed the Complainant for the procurement of the unavailable material.
 - v. Moreover, MEPCO could not submit any technical or logical argument behind the issuance of revised demand notice. As per clause 2.4.6 of the CSM, no escalation charges shall be applicable if enhancement in rates of material take place after the lapse of time period given for installation of connection. Consumer Service Manual (CSM) and Performance Standard (Distribution) Rules, 2005 provide certain time period for installation of connection after payment of demand notice, hence, penalizing the Complainant through additional/revised demand notice on account of cost escalation transpiring during May, 2022 against the demand notice paid during October, 2021 is unwarranted and the same is not liable to be paid by the Complainant.
5. Foregoing in view, MEPCO is directed to issue revised demand notice as per the rates applicable as on December 03, 2021 (the date when MEPCO was obligated to install the connection). Compliance report be submitted within (30) days.

5- مندرجہ بالا حقائق کے تناظر میں، میپکو کو ہدایت کی جاتی ہے کہ وہ 03 دسمبر 2021 کو لاگو نرخوں کے مطابق نظر ثانی شدہ ڈیمانڈ نوٹس جاری کرے (یعنی اس تاریخ تک جب میپکو کنکشن لگانے کا پابند تھا)۔ تعمیل کی رپورٹ (30) 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)


(Naveed Illahi Shaikh)
Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, March 15, 2024

