



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/ 13/6 -2024
March 15, 2024

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

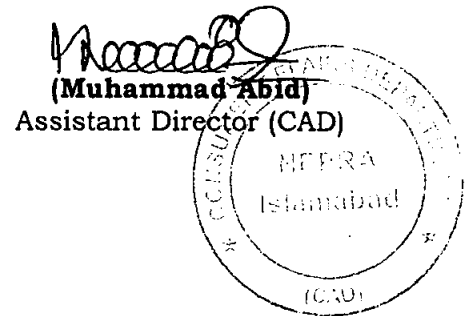
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ZAHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE (A/C# 29 15713 0576430).
MEPCO-NHQ-30018-10-23

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

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. Muhammad Zahid S/o Haji Ahmed,
Mouza Chah Chimroo Wala, P.O. Khangarh,
Tehsil & District Muzaffargarh.
0300-2087048





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-30018-10-23

Mr. Muhammad Zahid

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. MUHAMMAD ZAHID 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. Muhammad Zahid (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 issue agitated by the Complainant was that MEPCO was approached for provision of agricultural connection against which a demand notice amounting to Rs. 3,94,048/- was issued by MEPCO on October 28, 2021 which was subsequently paid on October 30, 2021 and the connection was installed on May 19, 2022. The Complainant further submitted that MEPCO has later issued another demand notice for payment amounting to Rs. 99,921/- 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. 99,921/- was issued to the Complainant 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 concluded:

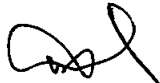
- i. The Complainant applied to MEPCO for a new agricultural connection for load of

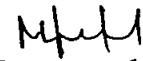
19 kW. In response, MEPCO approved the application and accordingly issued a demand notice amounting to Rs. 3,94,048/- on October 28, 2021 which was paid by the Complainant on October 30, 2021 within the prescribed time period. The connection was energized on May 19, 2022. Later, another/second demand notice amounting to Rs. 99,921/- 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 07, 2022 which led to the issuance of revised demand notice 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 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 takes place after the lapse of time period given for installation of connection. Consumer Service Manual (CSM) provides certain time frame 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 demand notice during the month of 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)


(Naweed Ilahi Shaikh)
Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, March 15, 2024