



**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/ 117 -2024  
January 4, 2024

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

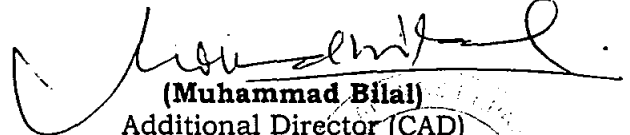
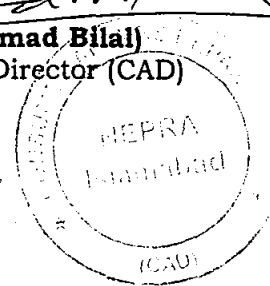
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAROOQ AHMED S/O NEMAT ALI, CHIEF EXECUTIVE, M/S SHOAIB PAPER MILLS THROUGH COUNSEL MALIK MUHAMMAD ALI, ADVOCATE SUPREME COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING FIXED CHARGES (A/C# 27 15118 0004800).**  
**MEPCO-NHQ-29430-10-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated January 4, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) 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, Cantt. Division,  
Multan Electric Power Company (MEPCO),  
Near M.P. Check Post, Sher Shah Road,  
Multan Cantt.
3. Malik Muhammad Ali,  
Advocate Supreme Court, District Courts,  
Multan.
4. Mr. Farooq Ahmed S/o Nemat Ali,  
Chief Executive, M/s Shoaib Paper Mills,  
43-B/1, Phase-I, Industrial Estate, Multan.  
061-6536856

  
(Muhammad Bilal)  
Additional Director (CAD)  




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

**Complaint No. MEPCO-NHQ-29430-10-23**

**Mr. Farooq Ahmed S/o Nemat Ali,**  
Chief Executive, M/s Shoaib Paper Mills,  
43-B/1, Phase-1, Industrial Estate, Multan.  
061-6536856

..... Complainant

**VERSUS**

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

..... Respondent

**Date of Hearing:** November 24, 2023

**On behalf of:**

**Complainant:**

1) Mr. Aurangzaib

**Respondent:**

1) Mr. Akram, XEN Cantt., MEPCO.

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAROOQ AHMED S/O NEMAT ALI, CHIEF EXECUTIVE, M/S SHOAIB PAPER MILLS THROUGH COUNSEL MALIK MUHAMMAD ALI, ADVOCATE SUPREME COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING FIXED CHARGES (A/C# 27 15118 0004800).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Farooq Ahmed S/o Nemat Ali, Chief Executive, M/s Shoaib Paper Mills, 43-B/1, Phase-I, Industrial Estate, Multan through Counsel Malik Muhammad Ali, Advocate Supreme Court, District Courts, Multan, (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").

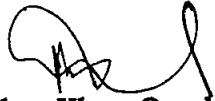
2. Brief facts of the case are that the Complainant moved an application on July 24, 2023 to MEPCO with the request of temporary disconnection of electricity due to closure of his business. The Complainant paid his bills regularly and there was no outstanding amount against the Complainant at the time of submission of his request. MEPCO did not take any action and issued bill for the month of July, 2023 and August 2023 amounting to Rs. 1,88,388/- and Rs. 174,490/- respectively, levying therein fixed charges as well as other charges/taxes, which were also paid by the Complainant. The Complainant further informed that on the bill for the month of August 2023, it was categorically mentioned that the meter has been temporarily disconnected still fixed charges were charged from the Complainant. The Complainant requested that MEPCO be directed to correct the bill issued

for the month of August, 2023 by excluding the amount of fixed charges and already paid amount in lieu of fixed charges be refunded.

3. In order to proceed further, the matter was taken up with MEPCO and a hearing was conducted on November 24, 2023 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. MEPCO & the Complainant whereby the parties advanced their arguments. The case has been analyzed in the light of written and verbal arguments advanced by the parties during the hearing and following has been observed:


- (i) The Complainant is an industrial consumer of MEPCO against reference No. 27151180004800 with sanctioned load of 492 KW. The Complainant cleared all electricity dues upto the month of June, 2023 and applied to MEPCO vide application dated July 24, 2023 for temporary disconnection of his connection in terms of Clause-8.3 of Consumer Service Manual (CSM). Meanwhile MEPCO issued an electricity bill for the month of July, 2023 amounting to Rs. 188,388/- which had been paid by the Complainant. Subsequently, MEPCO issued another bill for the month of August, 2023 amounting to Rs. 174,490/- which also included the fixed charges.
- (ii) MEPCO initiated the requisite process of temporary disconnection and a test/checking of installed equipment was carried out vide report dated August 05, 2023 whereby both the meters were found working within permissible limits of errors. On the recommendation of concerned XEN (Ops), concerned S.E (Ops) approved the said disconnection vide letter dated August 30, 2023 and concerned Revenue Officer (R.O) posted/processed the disconnection on September 06, 2023.
- (iii) Keeping in view delay in processing of temporary disconnection on consumers' request this office has issued directions vide letter dated June 23, 2023 whereby Distribution Companies were directed to ensure disconnection/ reconnection of electricity supply on priority basis as per Clause-8.3 of Consumer Service Manual (CSM) within four (4) working days, however, in the instant case MEPCO took forty four (44) days for completion of process of temporary disconnection.
- (iv) The Complainant applied for temporary disconnection on July 24, 2023 and according to this office letter mentioned above MEPCO should have completed the requisite formalities within four working days i.e. July 28, 2023, however, MEPCO failed to complete the process and in this disconnection; bill for the month of August, 2023 was issued and the status of connection is "T.Disc" on bill issued by MEPCO for the month of August, 2023.

4. Foregoing in view, it is concluded that the Complainant applied for temporary disconnection on July 24, 2023 and MEPCO should have completed the process of said disconnection upto July 28, 2023. However, MEPCO failed to do so. In view of the said, fixed charges for August, 2023 are not payable by the Complainant, therefore, MEPCO is directed to revise the bill for the month of August, 2023 accordingly and adjust the already paid amount. Compliance report be submitted within fifteen (15) days.



**(Lashkar Khan Qambrani)**

Member (Consumer Complaints Tribunal)/  
Director (CAD)



**(Muhammad Irfan-ul-Haq)**

Member Consumer Complaints Tribunal  
Assistant Legal Advisor



**(Naweed Illahi Shaikh)**

Convener Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, January 04, 2024

