



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.06/4855 -2024
November 04, 2024

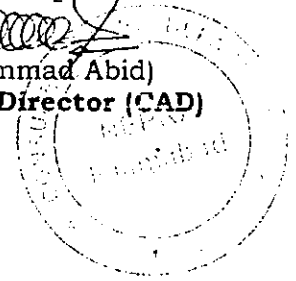
Chief Executive Officer,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NAWAZ TAHIR S/O MIAN GULL MUHAMMAD, SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO OFFICIALS REGARDING ARREARS IN THE BILL (A/C# 29 15441 1118203).**
MEPCO-NHQ-43681-09-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated November 04, 2024, regarding the subject matter for necessary action.

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.), Model Town Division,
Multan Electric Power Company (MEPCO),
Near Railway Station, Bahawalpur.
3. Mr. Muhammad Nawaz Tahir S/o Mian Gull Muhammad,
Muhammad Hussain Road, Model Town-A,
House No. 13-B, Bahawalpur.
0305-8812014



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

Complaint No. MEPCO-NHQ-43681-09-24

Mr. Muhammad Nawaz Tahir
Muhammad Hussain Road, House No. 13-B
Model Town-A, District Bahawalpur.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: October 21, 2024

On behalf of

Complainant: Mr. Muhammad Nawaz Tahir

Respondent: Mr. Sheerazullah SDO (Operation), MEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NAWAZ TAHIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING AVERAGE BILLS (A/C# 29 15441 1118203)

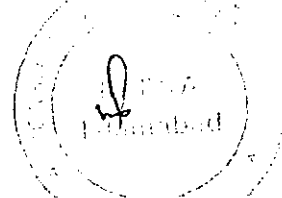
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Nawaz Tahir (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 from Mr. Muhammad Nawaz Tahir dated Nil wherein the Complainant submitted that average electricity bills have been charged by MEPCO during April & May, 2024 on the pretext of meter being defective despite minimal electricity consumption at his premises and further requested for correction of the excessive bills as per the data retrieval report of defective meter. The matter was taken up with MEPCO and hearing was held on October 21, 2024 at NEPRA Head Office, Islamabad in attendance of both parties wherein the matter was discussed in detail.

3. 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's electricity connection installed against reference number (29-15441-1118203) located at Mouza Pakka, District Bahawalpur was charged average bills during the months of April & May, 2024 on account of the meter defectiveness i.e. display washed/flickering and the defective meter was replaced during June, 2024. The dispute raised by the Complainant was that the exorbitant average bills have been



charged by MEPCO with mala fide intent while being inconsiderate of minimal consumption during the defective period along with the fact that MEPCO was approached on time by the Complainant for the replacement of defective meter.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged the average bills of 7194 & 8175 units during April & May, 2024 respectively. In this regard, clause 4.3.2 (b) of Consumer Service Manual (CSM) which envisages that DISCO may charge bills on average basis i.e. 100% of 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. However, clause 4.3.2 (c) of the CSM also provides that the 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 which has not been followed by MEPCO in the instant matter.
- iii. The available record reflects that the data of replaced meter has duly been retrieved by M&T, MEPCO as per which the actual consumption till replacement of defective meter i.e. 152979 Off-Peak and 29984 Peak units are required to be charged that being a healthy consumption considering the submission of Complainant that the connected load predominantly remained out of service during the defective period. The Complainant was already charged bill upto dial index for off peak as 151934 and for peak as 29962 units, as such the units charged over and above the actual consumption retrieved through data downloading are required to be withdrawn.

4. Foregoing in view, MEPCO is directed to charge the actual consumption as per the data retrieval report of replaced meter by adjusting the average bills already charged during April and May, 2024 in accordance with the relevant provisions of CSM. Compliance report to be submitted within (10) days.

4. درجہ بالا حقائق کے پیش نظر، MEPCO کو ہدایت کی جاتی ہے کہ وہ CSM کی متعلقہ شقوں کے مطابق اپریل اور مئی 2024 کے دوران پہلے سے چارج شدہ اوسط بلوں کو ایڈجسٹ کر کے تبدیل کیے گئے میٹر کے ڈیٹا کی رپورٹ کے مطابق اصل کھپت کو چارج کرے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Moqem-ul-Hassan)

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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, November 04, 2024