



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**

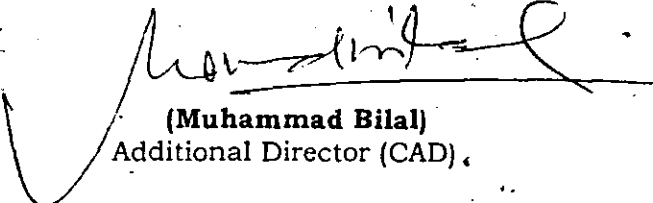
TCD.06/ ⁴⁷⁵⁸ -2024
October 28, 2024

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 ADIL S/O MUHAMMAD RASHEED, G.M (ELECTRIC), M/S COLONY TEXTILE MILLS LIMITED, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING FIXED CHARGES (A/C# 30 15138 0000100).**
MEPCO-NHQ-36294-04-24

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated October 28, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy: -

1. C.E/ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer, City Division,
Multan Electric Power Company (MEPCO),
Sher Shah Road, Near Aziz Hotel Chowk,
Multan.
3. Mr. Muhammad Ali Siddiqui Advocate Supreme Court,
Zakariya Law Chambers, 2nd Floor, Golden Heights,
Opposite High Court, Public Gate, Multan.
03226103403
4. Mr. Muhammad Adil S/o Muhammad Rasheed,
G.M (Electric), M/s Colony Textile Mills Limited,
P.O. Ismailabad, Multan.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-36294-04-24

Mr. Muhammad Adil S/o Muhammad Rasheed,
G.M (Electric), M/s Colony Textile Mills Limited,
P.O. Ismailabad, Multan.

..... Complainant

VS.

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

..... Respondent

Subject: **Decision in the Matter of Complaint Filed by Mr. Muhammad Adil S/o Muhammad Rasheed, G.M (Electric), M/s Colony Textile Mills Limited, Under Section 39 of the Regulation of Generation, Transmission & Distribution of Electric Power Act, 1997, against MEPCO, regarding Fixed Charges (A/c# 30 15138 0000100).**

This Decision shall dispose of the complaint filed by Mr. Muhammad Adil S/o Muhammad Rasheed, G.M (Electric), M/s Colony Textile Mills Limited, P.O. Ismailabad, (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 in the complaint alleged that the electricity supply of their factory was disconnected by MEPCO on February 21, 2024. The Islamabad High Court (IHC) vide Order dated March 08, 2024 directed MEPCO to restore electricity supply upon payment of bill excluding the arrears of fuel price adjustment and quarterly tariff adjustment. MEPCO, did not comply with the said directions. The Complainant again approached Islamabad high Court whereby the Court vide Order dated March 22, 2024 directed MEPCO to comply with the earlier Order. Accordingly, MEPCO restored electricity supply on March 26, 2024. The Complainant is of the view that since MEPCO failed to restore electricity supply timely therefore, fixed charges for the month of March 2024 are not applicable to them.

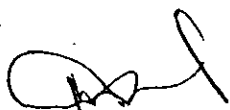
3. Meanwhile; NEPRA vide its Interim Order dated April 16 2024 directed MEPCO not to disconnect the electricity supply of the Complainant's premises, recover half payment of fixed charges for the month of March 2024 i.e. Rs. 29,70,000/- and defer the remaining disputed amount i.e. Rs. 29,70,000/-till May 31, 2024 and issue current bills to the Complainant for payment.

4. In order to proceed further, a hearing was held on April 30, 2024 at Consumer Affairs Department (1st Floor), NEPRA Head Office, Islamabad which was attended by both the parties wherein the parties advanced their arguments. During the hearing it was revealed that despite the Order of the Islamabad High Court (IHC) dated March 08, 2024 to restore electricity supply of the Complainant; MEPCO did not comply with the said directions of IHC. The Complainant again approached IHC whereby the Court vide Order dated March 22, 2024 directed MEPCO to comply with the earlier Order. Accordingly, MEPCO restored electricity supply of the Complainant and complied with the directions of IHC on March 26, 2024.

5. As per Tariff Terms & Conditions, applicable at the time of dispute "Billing Demand" means the 50% of the sanction load or Actual maximum demand recorded in a month, whichever is higher, except in the case of agriculture tariff D2 where "Billing Demand" shall mean the sanctioned load. The sanctioned load of the complainant bearing reference number 30151380000100 is 27000kW, under B-4 tariff category. The fixed charges of Rs.440 per kW were applicable. Accordingly MEPCO charged 440×13500 (50% of sanctioned load for the month of March 2024 amounting to Rs. 5,940,000) to the Complainant as fixed charges.

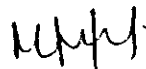
6. Foregoing in view it is evident that MEPCO failed to restore the electricity supply of the Complainant as per the directions of the Islamabad High Court in its judgment dated March 08, 2024. In lieu thereof, MEPCO is directed to charge the fixed charges to the consumer on pro-rata basis excluding fixed charges for the period of disconnection of electricity supply (i.e. March 08, 2024 to March 26, 2024) and adjust the recovered bill (if any) in this regard, in the upcoming billing cycles. Compliance report be submitted within fifteen (15) days.

Note: This decision is applicable only for the instant case and shall not be considered as precedent for other similar cases. Complaints in such like cases, if received in future shall be decided accordingly.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Moqeem ul Hassan)

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



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 28, 2024