



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
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**Consumer Affairs
Department**

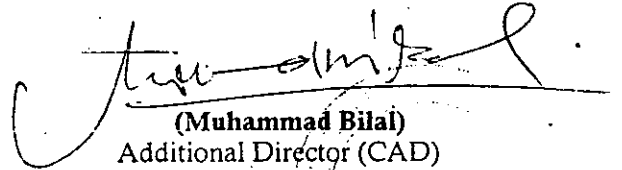
TCD.06/ **4797**-2024
October 30, 2024

Chief Executive Officer, MEPCO
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MUSA S/O HAYAT KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO OFFICIALS REGARDING DETECTION BILL (A/C# 13 15227 0605613).**
MEPCO-NHQ-44141-09-24

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated October 30, 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/ XEN (Op.), D.G Khan Division,
Multan Electric Power Company (MEPCO),
Jail Road, WAPDA, District D.G Khan.
3. Mr. Muhammad Musa S/o Hayat Khan,
Postal Address:
Mr. Muhammad Raza S/o Muhammad Musa,
Gulistan-e-Sarwar Chowk, Choratah, D G. Khan.
0341-3468164



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

Complaint No. MEPCO-NHQ-44141-09-24

Mr. Muhammad Mosa
Gulistan-e-Sarwar Chowk
Chorattah, District Dera Ghazi Khan.

..... **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. Ghulam Mustafa Advocate

Respondent: Mr. Nasir Hameed SDO (Operation), MEPCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MOSA
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING
DETECTION BILL (A/C# 13 15227 0605613)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Mosa (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 NEPRA received complaint from Mr. Muhammad Mosa dated July 24, 2024 wherein the Complainant submitted that the exorbitant electricity bills have been charged by MEPCO during the recent couple of months on the pretext of meter being defective despite minimal electricity consumption at his premises and requested for correction of the excessive bills. 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 while the matter remained inconclusive due to the conflicting arguments.

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 (13-15227-0605613) located at Kenday Wala, District Dera Ghazi Khan was charged a detection bill of 409 units during July, 2024 on account of meter defectiveness. The dispute raised by the Complainant was that the detection bill has been charged by MEPCO with the mala fide intent while being inconsiderate of minimal consumption history and the fact that MEPCO was already approached by the Complainant for the replacement of defective meter.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of three months i.e. January, 2024 to March, 2024 on the basis

of load while the same is inconsistent with chapter (9) of the Consumer Service Manual (CSM) which envisages incidents and procedures for charging detection bill against electricity consumers. Moreover, the same detection bill has been levied on the basis of defective meter, however, in absence of any M&T report etc. which does not conform to the illegal abstraction as also not proclaimed and attributed to the Complainant by MEPCO in instant matter and of which procedure of establishment and method of consequent charging of detection bill are also detailed in clause 9.2.2 & 9.2.3 of CSM. As per which, MEPCO was obligated to adopt prescribed measures to prove alleged revenue loss which was also not followed by MEPCO.

iii. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022	2023	2024
1	January	48	80	49
2	February	53	89	58
3	March	138	116	97
4	April	188	187	175
5	May	183	127	178
6	June	150	153	181
7	July	218	216	DF 216
8	August	147	133	RP 177
9	September	157	221	-
10	October	165	117	-
11	November	110	60	-
12	December	63	53	-

As above, the Complainant maintained a healthy electricity consumption during the year 2024 which does commensurate with the level of consumption recorded during previous years 2022 and 2023 inclusive of the detection and defective period when analyzed on the corresponding month basis. Hence, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the year 2024. It is pertinent to mention that the Complainant's premises was checked during July, 2024 while the detection bill was levied for initial (3) months of calendar year 2024 reflecting huge discrepancy on the part of MEPCO officials in conjunction with the fact that the Complainant's meter was also declared defective during July, 2024. Thus, the detection bill charged to the Complainant is devoid of any solid grounds as the revenue loss claimed through the same remains unproven by mere perusal of the consumption history and also fails to prove eligibility of the Complainant to be charged with the detection bill.

iv. Hence, the arguments advanced & evidence submitted by MEPCO in support of the detection bill can be adjudged as invalid in accordance with the relevant clauses of CSM while also being inconclusive after due consideration of healthy consumption recorded during the detection and defective period which requires the withdrawal of detection bill.

4. Foregoing in view, MEPCO is directed to withdraw the detection bill. Compliance report be submitted within fifteen (15) days.

4. درجہ بالا حقائق کے پیش نظر میپکو کو ہدایت کی جاتی ہے کہ وہ ڈیٹیکشن بل ختم کریں۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر جمع کرائی 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, October 30, 2024