



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/ ⁴⁷⁹⁸ -2024
October 30, 2024

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

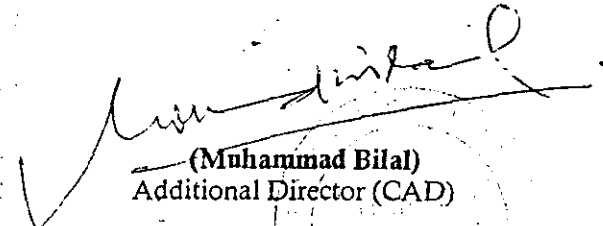
Subject: - **COMPLAINT FILED BY MR. MUHAMMAD BILAL S/O NODO KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DETECTION BILL (A/C# 04 15223 0690713).**
MEPCO-NHQ-41624-08-24

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

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 Bilal S/o Nodo Khan,
Postal Address:
Shaheen Law Chamber, 34-C, Neelum Road,
G-9/3, Islamabad.
0344-4130266


(Muhammad Bilal)
Additional Director (CAD)

Please attend the hearing
personally or through your
authorized representative.



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

Complaint No. MEPCO-NHQ-41624-08-24

Mr. Muhammad Bilal
Shaheen Law Chamber, 34-C
Neelum Road, G 9/3, Islamabad.

..... 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 BILAL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO
REGARDING DETECTION BILL (A/C# 04 15223 0690713)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Bilal (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 Bilal dated July 24, 2024 wherein the Complainant submitted that a detection bill amounting to Rs. 20,849/- was charged during the month of July, 2024 by MEPCO despite payment of regular bills and further requested for withdrawal of detection bill. The matter was taken up with MEPCO and hearing was held on October 21, 2024 at NEPRA Head Office, Islamabad in attendance of both the 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 (04-15223-0690713) located at Chabri Bala, District Dera Ghazi Khan was charged a detection bill of 266 units amounting to Rs. 20,849/- during July, 2024 on account of the direct theft of electricity through main PVC cable. The dispute raised by the Complainant was that the detection bill has been charged by MEPCO with the mala fide intent in the absence of any evidence.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of two months i.e. November, 2023 to December, 2023 on the basis of load while the same is inconsistent with the clause 9.1.3(b) of Consumer

Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which MEPCO is restricted to charge detection bill in order of priority i.e. previous consumption history etc. as envisaged in same clause. Moreover, clause 9.1.4 of CSM further obligates MEPCO to submit any evidence of theft, photos and/or videos against which a clear void is present in instant matter as MEPCO failed to submit any concrete evidence in support of direct theft of electricity by the Complainant.

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

Sr. No.	Month/Year	2022	2023	2024
1	January	88	137	60
2	February	68	66	34
3	March	58	80	118
4	April	163	74	110
5	May	143	143	164
6	June	261	149	117
7	July	177	234	RP 155
8	August	206	261	48
9	September	172	163	-
10	October	177	112	-
11	November	168	101	-
12	December	SS 0	74	-

As above, the Complainant maintained a healthy electricity consumption during the detection period which does commensurate with the level of consumption recorded during previous and following year when analyzed on corresponding months & on average basis. Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. Thus, detection bill charged to the Complainant is devoid of any solid grounds as revenue loss claimed through the same remains unproven by mere perusal of consumption history and also fails to prove eligibility of the Complainant to be charged with the detection bill.

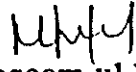
iv. Hence, the arguments advanced & evidence submitted by MEPCO in support of the detection bill can be adjudged as invalid in accordance with the relevant clauses of CSM while also being inconclusive after due consideration of healthy consumption during the detection period and the absence of photo/video graphic evidence 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)


(Moqeen-ul-Hassan)

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


(Naveed Illahi Shah)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, October 30, 2024