



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.06/4799-2024
October 30, 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 SHAFI S/O ATTA MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DETECTION BILL (A/C# 03 15227 1036126).**
MEPCO-NHQ-41627-08-24

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated October 30, 2024, regarding the subject matter for necessary action and compliance.

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 Shafi S/o Atta Muhammad,
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-41627-08-24

Mr. Muhammad Shafi
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 SHAFI
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING
DETECTION BILL (A/C# 03-15227 1036126)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Shafi (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 Shafi dated July 24, 2024 wherein the Complainant submitted that detection bill amounting to Rs. 33,813/- was charged during month of July, 2024 by MEPCO despite payment of the 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 (03-15227-1036126) located at Besharat Wala, District Dera Ghazi Khan was charged detection bill of 745 units amounting to Rs. 33,813/- during July, 2024 on the allegation of direct theft of electricity from LT Line. 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 three months i.e. March, 2024 to May, 2024 on the basis of load while the same is consistent 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 allowed to charge detection bill for the maximum period of (6) months on basis of load in absence of undisputed previous and future consumption. Moreover, MEPCO also submitted an undeniable evidence reflecting the commission of direct theft of electricity at the Complainant's premises justifying the charging of detection bill.

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

Sr. No.	Month/Year	2022	2023	2024
1	January	28	24	31
2	February	33	25	33
3	March	36	43	33
4	April	115	59	SS 00
5	May	123	98	DF 98
6	June	134	89	RP 89
7	July	116	101	RP 173
8	August	89	116	201
9	September	106	78	83
10	October	60	73	198
11	November	49	30	-
12	December	21	27	-

Scrutiny of the Complainant's electricity consumption during the detection period does not provide any clearer context as the actual consumption was predominantly lacking during the same period due to the meter being defective. However, the future consumption during year 2024 since the meter replacement & charging of detection bill during the month of July, 2024, remained considerably elevated in comparison with the consumption recorded during the detection period and previous years on corresponding months and on average basis which implicates the Complainant in the alleged theft. The Consumer Service Manual (CSM) provides that DISCO shall take photos / record videos as evidence for theft of electricity. The video graphic evidence submitted by MEPCO corroborates direct theft at the Complainant's premises when correlated with the suspicious consumption.

4. Foregoing in view, the detection bill charged to the Complainant by MEPCO is valid in terms of the relevant provision of the CSM and is liable to be paid by the Complainant. In view of the said, further proceeding in the matter are being close by this office.

درجہ بالا حقائق کی روشنی میں ڈیٹکشن بل جائز اور کنزیمرز سروس مینول سے ہم آہنگ ہے اور شکایت کنندہ ادا کرنے کا پابند ہے، اس وجہ سے درجہ بالا شکایت پر مزید کارروائی بند کی جاتی ہے۔

(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