



**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**

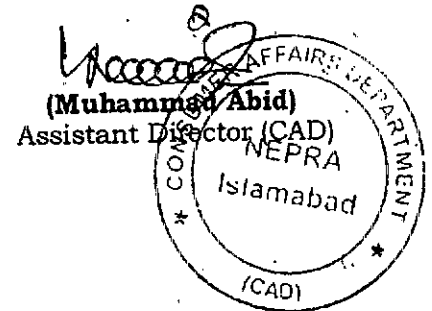
TCD.06/ <sup>1024</sup> -2025  
March 11, 2025

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. AHMED BAIG  
& OTHERS UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC  
POWER ACT, 1997 AGAINST MEPCO REGARDING RESTORATION OF  
ELCTRICITY SUPPLY**  
**Complainant No. MEPCO-NHQ-41238-07-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated March 11, 2025, regarding the subject matter for necessary action.

**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.), B. Zakariya (Moosa Pak),  
Multan Electric Power Company (MEPCO),  
Near WAPDA Town (Phase-I), Multan.
3. Mr. Ahmad Baig & Others,  
**Postal Address:**  
DLA Engineering Services (Pvt.) Ltd.,  
161-A, Model Town, Multan.  
0321-6335969



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

**Complaint No. MEPCO-NHQ-41238-07-24**

**Mr. Ahmed Baig & Other,**  
DLA Engineering Services (Pvt.) Ltd.,  
161-A, Model Town, Multan.  
Cell#0321-6335969.

.....**Complainant**

**Versus**

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

.....**Respondent**

**Date of Hearing:** February 25, 2025

**On behalf of:**

**Complainant:** Mr. Ahmed Baig & others

**Respondent:** Mr. Ghulam Mohiddin, XEN (Ops)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED BAIG & OTHERS  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING  
RESTORATION OF ELCTRICITY SUPPLY**

**Decision**

This decision shall dispose of the Complaint filed by Mr. Ahmed Baig & others (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").

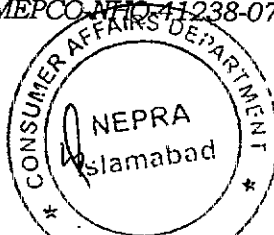
2. NEPRA is in receipt of a complaint filed by Mr. Ahmed Baig & others wherein the Complainant has raised the issue of disconnection of multiple running connections without any prior notice having nil outstanding amount and requested that MEPCO be directed for restoration of their electricity supply. The matter was taken up with MEPCO. In response MEPCO submitted that there is a private colony which is not electrified and not approved from Multan Development Authority (MDA). The Complainant(s) were advised to get approval from MDA and then apply for proper electrification. The report of MEPCO was shared with the Complainant, however, the Complainant raised observations over the said report.

3. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad and site inspection was also carried out by NEPRA Regional Office, Multan. The case has been analyzed in light of documents placed on record, arguments advanced by the parties and applicable law. Following has been concluded:

- (i) MEPCO sanctioned connections of the Complainant and other residents of the area from transformer installed inside the boundary limits of Punjab Small Industries Corporation Cooperative Housing Society (PSIC-CHS). The consumers made extensions through lengthy PVCs and no LT line exists. Multiple meters of the residents are hanging on the pole installed near the boundary of the PSIC-CHS. The said transformer got damaged and a 200 KVA trolley transformer is being used for supply of electricity. The supply of the Complainant and other residents was also

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CRC Decision: Ahmed Baig vs MEPCO (MEPCO-NHQ-41238-07-24)




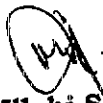
- running from the said trolley transformer, however, management of the area removed these connections due to overloading issue.
- (ii) The Complainant informed that there is no developer/ sponsor of this area and the streets & sewage were developed at their own, however, they are willing for payment of cost of required transformer for restoration of their electricity supply. MEPCO officials informed that as per the mutual agreement of consumers of the area with management of the Society (PSIC-CHS) dated May 25, 2024 whereby they requested to use the distribution network of the Society till September 01, 2024 and during the period they will get their area electrified as per SOP of MEPCO, however, no approval has been granted as yet by concerned civic agency.
- (iii) The Complainant also raised the issue of disconnection of connections previously installed on a common distribution transformer. However, record reveals that the said transformer was shifted/ relocated on a nearest location within PSIC-CHS as the land of the area was acquired by the housing society and the connections on that transformer were not removed rather they are still running. The connections were checked at site against the bills provided by the Complainant and found that the same are running at site. Only one connection was found disconnected due to non-payment.
- (iv) In view of the above, it is concluded that residents of the area got connections from distribution network of Punjab Small Industries Corporation Cooperative Housing Society (PSIC-CHS) during the year 2019 onwards while it was expanding and acquiring adjacent land for extension purpose. The area is semi developed and proper electrification is not available due to non-availability of required NOCs/approval of concerned civic agency. Therefore, MEPCO is to investigate why connections were sanctioned (through lengthy PVCs) without proper electrification in violation of relevant provisions of Consumer Service Manual (CSM), however, electricity supply of the Complainant and other residents be restored immediately being a basic necessity.

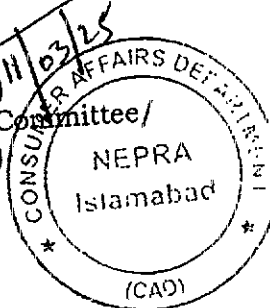
4. Since the connections have already been sanctioned by MEPCO and were energized, therefore, MEPCO is directed to restore the electricity supply of the Complainant and other existing consumers by installing a new transformer as per the current load of already sanctioned connections from nearby available HT network on cost deposit basis, however, right of way will be the responsibility of the Complainant/residents. This decision is only applicable for the already sanctioned connections. Moreover, no new connections be provided till proper electrification of the area after necessary approval/NOC of the concerned civic agency. MEPCO is to investigate why connections were sanctioned (through lengthy PVCs) without proper electrification or in violation of relevant provisions of Consumer Service Manual (CSM).

5. Further proceedings in the matter are being close by this office in above terms.

  
(Lashkar Khan Qambrani)  
Member Complaints Resolution Committee  
Director (Consumer Affairs)

  
(Muhammad Irfan Ul Haq)  
Member Complaints Resolution Committee/  
Assistant Legal Advisor

  
(Naweed Illahi Shaikh)  
Convener Complaints Resolution Committee/  
Director General (CAD)



Islamabad, March

11, 2025