



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/ 376 -2025
January 27, 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. MUHAMMAD KHALID SARDAR S/O SARDAR MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (A/C# 29 15313 0396903). MEPCO-NHQ-47049-11-24**

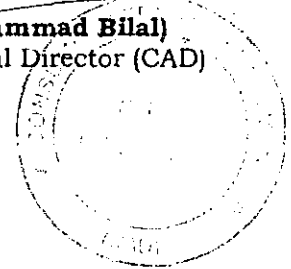
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated January 27, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy:

1. C.E./ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Director (Commercial),
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
3. Executive Engineer/ XEN (Op.), Vehari Division,
Multan Electric Power Company (MEPCO),
MEPCO Complex, Tehsil & District Vehari.
4. Mr. Muhammad Khalid Sardar S/o Sardar Muhammad,
Chak No. 107/WB, Tehsil Mailsi, District Vehari.
0300-7739207

(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. MEPCO-NHQ-47049-11-24

Mr. Muhammad Khalid Sardar S/o Sardar Muhammad
Chak No. 107/WB, Tehsil Mailsi, District Vehari.
0300-7739207

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: December 24, 2024

**On behalf of
Complainant:** Mr. Khalid Sardar

Respondent: Mr. Rashid-ud-Rehman, XEN (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KHALID SARDAR S/O SARDAR MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (A/C# 29 15313 0396903).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Khalid Sardar S/o Sardar Muhammad, Chak No. 107/WB, Tehsil Mailsi, District Vehari (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 his complaint submitted that he is a consumer of MEPCO against reference No. 29 15313 0396903 and paying bill regularly. Further, MEPCO removed his meter and transformer illegally and charged him detection bill. Accordingly, the matter was taken up with MEPCO. In response, MEPCO vide report dated December 09, 2024 submitted that the site was checked and the Complainant was found involve in theft of electricity (direct supply from LT bushes of transformer). Therefore, FIR was registered against the Complainant in the concerned Police Station on account of theft of electricity and a detection bill amounting to Rs. 1946193/ for 49150 units was also charged to the Complainant.

3. In order to proceed further, hearings were held at NEPRA Head office, Islamabad wherein the case was discussed in detail. During the hearing, the Complainant denied for his involvement in theft of electricity through direct supply. However, MEPCO submitted video/snaps pertaining to direct supply and copy of FIR lodged against the Complainant. MEPCO has charged a detection bill of 49150 units for a period of six (06) months from May, 2024 to October, 2024 on the basis of 50% load factor. Chapter-9 of Consumer Service Manual (CSM) envisages the procedure for charging of detection bill in the cases of theft of electricity city. According to Clause-9.1.3 (b), detection bill shall be issued as per the following methods in the order of priority:


- (i) *Previous consumption/Billing History.*
- (ii) *On the basis of future undisputed consumption if no previous credible consumption is available.*
- (iii) *No of detection units = Load x Load Factor x 730 x Months.*

4. Analysis of detection bill issued to the Complainant and billing history (PITC data) revealed that MEPCO did not follow the due procedure of charging of detection bill as given in Chapter-9 of Consumer Service Manual (CSM). According to the order of priority, MEPCO should have charged the bill on the basis of previous healthy consumption. The record reveals that a healthy consumption of 7258 units was recorded during the month of December, 2021. whereas, MEPCO adopted the option of load factor formula given at third number in the order of priority which is violation of relevant provision of Consumer Service Manual (CSM).

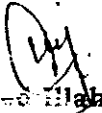
5. Foregoing in view, MEPCO is directed to charge a detection bill to the Complainant for a period of six (06) months prior to date of checking on the basis of previously recorded highest consumption i.e. 7258 units during the month of December, 2021 along with adjustment of already charged units during the said period ($7258 \times 6 = 43548$). The Complainant has already paid Rs. 9,73,100/- out of total detection bill amount i.e. 19,46,193/-. MEPCO is further directed to recover the outstanding amount (payable after necessary adjustments as directed above) in six (06) equal installments. Further proceedings in the matter are being closed by this office.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Hani Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 27, 2025

