



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.06/468 -2025
January 30, 2025

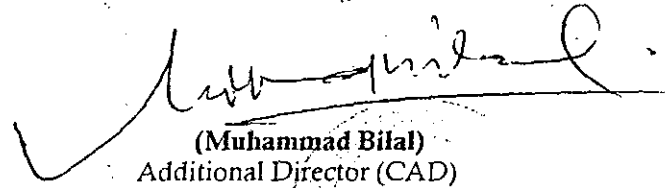
Chief Executive Officer, MEPCO
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: - DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID IQBAL S/O MUHAMMAD IQBAL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DELAY IN PROVISION OF CONNECTION.

MEPCO-NHQ-37158-05-24

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated January 30, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy: -

1. C.E./ Customer Services Director, MEPCO,
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/ XEN (Op.), Bahawalpur Division,
Multan Electric Power Company (MEPCO),
Main MEPCO Complex, Near Saddar Bridge (Pulce), Bahawalpur
3. Mr. Raheel Azhar, Additional Director,
NEPRA Regional Office, 39-First Floor, Orient Mall,
Khanewal Road, Multan.
4. Mr. Khalid Iqbal S/o Muhammad Iqbal,
Basti Kacholian, Chak No. 05/BC, Bahawalpur.
Postal Address:
C/o Aslam Khan, Baloch Area Chak Wala,
Hasilpur Road, Bahawalpur.
0308-7026158



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

Complaint No. MEPCO-NHQ-37158-05-24

Mr. Khalid Iqbal S/o Muhammad Iqbal
Basti Kacholian, Chak No. 05/BC,
Postal Address: C/o Aslam Khan,
Baloch Aata Chakki Wala, Hasilpur Road,
Bahawalpur.
0308-7026158.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: December 12, 2024

**On Behalf of
Complainant:** Mr. Muhammad Iqbal

Respondent: Mr. Muhammad Jamil Malik, SDO MEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID IQBAL S/O MUHAMMAD IQBAL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DELAY IN PROVISION OF CONNECTION.

DECISION

This decision shall dispose of the Complaint filed by Mr. Khalid Iqbal S/o Muhammad Iqbal (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. The Complainant in his complaint submitted that MEPCO has provided industrial, agricultural and domestic electricity connections in Shamlot locations. The Shamlot locations are owned by the government. The Complainant stated that he has applied for an electricity connection in SDO Office vide application No. 15419-013327 dated December 20, 2022 which is still pending. MEPCO provides electricity connection once the affidavit and agreement attested by oath commissioner are submitted. The Complainant lives with his father in 7-BC Shamlot Colony. The Government granted ownership rights after setting the rates of such properties. MEPCO has provided several electricity connections in such localities but he has not been able to obtain the electricity connection. Once a place is declared Shamlot and the framework for provision of electricity connection is devised, it is the responsibility of MEPCO to provide electricity connection after getting an affidavit. The Complainant also submitted the Reference Numbers of electricity connections which have been provided by MEPCO in the same locality. The Complainant prayed that MEPCO be directed to provide the electricity connection.

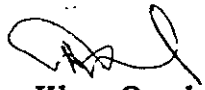
3. The matter was taken up with MEPCO for submission of para-wise comments/report. In response, MEPCO reported that the application for provision of new electricity connection was rejected because the Shamlot is a state land property and property proof is not in the name of the applicant. Furthermore, as per the Assistant Commissioner Bahawalpur letter


dated May 08, 2024, electricity connection cannot be provided at Shamlot/ state land and therefore the NOC cannot be issued for installation of electricity connection at Chak No. 05/BC, Bahawalpur.


4. In order to probe further into the matter, multiple hearings were rescheduled owing to non-provision of information/ record and the latest hearing was held at NEPRA Regional Office, Multan on December 12, 2024 which was attended by both the parties, i.e., MEPCO and Complainant. Arguments were advanced based on their earlier submissions. The case has been examined in detail in the light of the written/verbal arguments, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant applied for a new domestic electricity connection in Baghdad-al-Jadeed Sub Division Office vide application No. 15419-013327 dated December 20, 2022 at 4 Marla plot located at Basti Kacholian, Chak No. 05/BC, Bahawalpur. The application was rejected vide Rejection Notice dated January 31, 2023 due to the reason that hard copies of required documents were not provided by the applicant.
- (ii) The Complainant stated that the location where new electricity connection is required is Shamlot/ state land but MEPCO still provides new electricity connections.
- (iii) The concerned Executive Engineer (Operations) vide letter dated August 02, 2024 requested Assistant Commissioner Sadar Bahawalpur for issuance of NOC for installation of new electricity connection on Complainant's Shamlot property or otherwise. In response, Assistant Commissioner Bahawalpur vide his letter No. HC/467 dated May 08, 2024 clarified that the electricity connection cannot be provided at Shamlot/ state land and therefore the NOC cannot be issued for installation of electricity connection at Chak No. 05/BC, Bahawalpur. According to clause 2.3.1 of Consumer Service Manual (CSM), an ownership proof of the premises is mandatory where new connection is required.
- (iv) Clause 2.3.6 of Consumer Service Manual (CSM) provides that approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/ Authority is mandatory for provision of new connection. It will be ensured before provision of connection that there are no restraining orders/ Court orders with respect to non-provision of electricity connection in the area. In the instant case, neither ownership proof nor NOC of the concerned civic agency has been provided by the Complainant for obtaining new connection.

5. Foregoing in view, the Complainant is advised to approach the relevant civic agency to obtain NOC for provision of electricity connection and submit the same to MEPCO along with other documents as per CSM including ownership proof. In view of the said, 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 Illahi Shaikh)
Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 30, 2025