



**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/ 572<sup>e</sup> -2024  
December 26, 2024

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

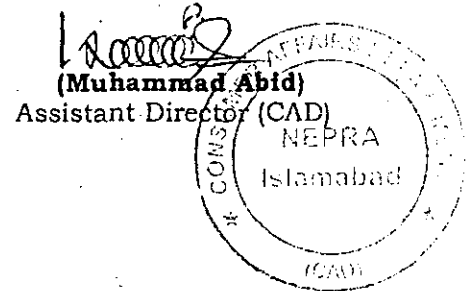
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RAMZAN S/O HAJI JEEWAN (LATE), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DETECTION BILL (A/C# 05 15224 0206904 R).**  
**MEPCO-MUL-40201-07-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 26, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

Copy: -

1. C.E/ Customer Services Director,-  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Mr. Raheel Azhar, Additional Director,  
NEPRA Regional Office, 39-First Floor, Orient Mall,  
Khanewal Road, Multan.
3. Executive Engineer/ XEN (Op.), D.G Khan Division,  
Multan Electric Power Company (MEPCO),  
Jail Road, WAPDA,  
District D.G Khan.
4. Mr. Muhammad Ramzan S/o Haji Jewan (Late),  
Chah Ghouri Wala, Post Office Chabari Bala,  
Tehsil & District Dera Ghazi Khan.  
0313-0477000



[ For coordination, please ]



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

**Complaint No. MEPCO-MUL-40201-07-24**

**Mr. Muhammad Ramzan S/o Haji Jewan (Late),**  
Chah Ghoori Wala, Post Office Chabari Bala,  
Tehsil & District Dera Ghazi Khan.  
0313-0477000

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** August 26, 2024

**On behalf of  
Complainant:** Mr. Ghulam Mustafa Adv.

**Respondent:** Mr. Abdul Rehman, Addl. XEN

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RAMZAN S/O HAJI JEEWAN (LATE), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DETECTION BILL (A/C# 05 15224 0206904 R).**

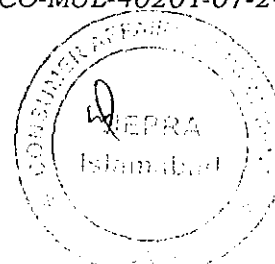
This decision shall dispose of a complaint filed by Mr. Muhammad Ramzan S/o Haji Jewan (Late), Chah Ghoori Wala, Post Office Chabari Bala, Tehsil & District Dera Ghazi Khan (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "Respondent" 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 meter of the Complainant was allotted defective code, however, the same was replaced after 06 months and subsequently after 03 months of replacement of meter, MEPCO issued a detection bill in the month of June 2024 amounting to Rs. 47,474/- on account of retrieved units. Being aggrieved with the detection bill the Complainant didn't pay the detection bill amount and MEPCO disconnected his electricity supply. The Complainant requested for withdrawal of the said detection bill and restoration of electricity supply.

3. The matter was taken up with MEPCO and in order to arrive at informed decision a hearing was also conducted on August 26, 2024 which was attended by the

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*CRC Decision – Mr. Muhammad Ramzan VS. MEPCO (MEPCO-MUL-40201-07-24)*



representatives of both the parties i.e. MEPCO & the Complainant. During the hearing, MEPCO official submitted that the meter of the Complainant was found defective in the month of August 2023 and defective code was allotted to the impugned meter. Defective meter was replaced with healthy meter in December 2023. Old defective meter was sent to M&T for data retrieval whereby M&T Department vide letter dated June 25, 2024 reported that 1220 units are pending which were consumed by the Complainant. A notice was also served to the Complainant but the Complainant did not respond. Therefore, a bill of pending units through detection bill dated June 14, 2024 for 1220 units was charged to the Complainant for the period of six (06) months w.e.f. July 2023 to December 2023.

4. The case has been examined in detail in the light of the written/verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant is a domestic consumer of MEPCO under reference No. 05 15224 0206904/ A-1 with sanctioned load of 02 kW.
- (ii) According to billing history (PITC data) defective code was allotted during the month of August 2023 due to meter display washed out. The consumer was charged average billing against defective code till December 2023. The meter was replaced during the month of January 2024 after lapse of about five (05) months and sent to M&T Lab for data retrieval. M&T vide letter dated June 25, 2024 submitted report and MEPCO charged detection bill for 1220 kWh units against the data retrieval report on the basis of the said report.
- (iii) The billing history of the Complainant is as under:

Sr. No.	Billing Month	2021	2022	2023	2024
(1)	January	33	0	0	73
(2)	February	35	35	71	0
(3)	March	30	23	0	58
(4)	April	45	25	24	0
(5)	May	55	13	4	76
(6)	June	40	14	0	24
(7)	July	50	41	0	12
(8)	August	49	25	33	0
(9)	September	56	0	33	
(10)	October	40	0	33	
(11)	November	37	0	33	
(12)	December	18	0	33	
	<b>Average</b>	<b>41/ Month</b>	<b>15/ Month</b>	<b>22/ Month</b>	<b>30/ Month</b>

The above billing history shows no suspicious consumption by the Complainant because consumption of the Complainant is almost similar as compared to the consumption in corresponding months of previous years

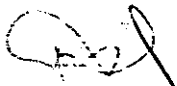
5. Moreover, Clause-4.3.2(d) of Consumer Service Manual (CSM) provides that the consumer's account shall not be liable to any adjustment if the data is not retrieved within three (03) months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice. In case, data is not retrieved within six (6) months the consumer's account shall not



be liable to any adjustment. According to the details meter was not sent to manufacture, therefore, MEPCO can charge retrieved units within three months of replacement of meter. However, the complainant was charged retrieved units during the month of June, 2024 on the basis of M&T report after lapse of five (05) months of replacement of meter in violation of the said provision of CSM. Therefore, bill charged to the Complainant on account of retrieved (1220) units is required to be withdrawn.

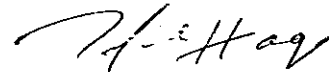
6. Foregoing in view, MEPCO is directed to withdraw the detection bill of 1220 units and restore electricity supply of the Complainant. Applicable RCO fee is to be paid by the Complainant. Report in this regard be submitted within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر میٹرو کو ہدایت کی جاتی ہے کہ وہ 1220 یونٹس کا سپلیمنٹری بل ختم کرتے ہوئے شکایت کنندہ کی بجلی فوری طور پر بحال کرے۔ شکایت کنندہ قابل اطلاق آر سی او (RCO) فیس ادا کرنے کا پابند ہے۔ اس حوالے سے پندرہ (15) دن کے اندر رپورٹ پیش کی جائے۔




(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)



(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, December 26, 2024

