



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/ *800* -2025
February 24, 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. GHULAM MUSTAFA 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.
MEPCO-NHQ-36076-04-24

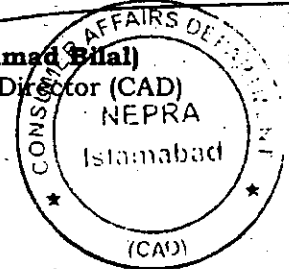
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated February 24, 2025, regarding the subject matter for necessary action.

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.), Bahawalpur Division,
Multan Electric Power Company (MEPCO),
Main MEPCO Complex, Near Saddar Bridge (Pulee),
Bahawalpur.
3. Mr. Ghulam Mustafa S/o Muhammad Iqbal,
Chak No. 9 B.C, Near Haroon Bashir Advocate House,
Bahawalpur.
03005171036

(Signature)
(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-36076-04-24

Mr. Ghulam Mustafa S/o Muhammad Iqbal
Chak No. 9 B.C,
Near Haroon Bashir Advocate House,
Bahawalpur.
0300-5171036

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: January 22, 2025

On Behalf of
Complainant: Mr. Ghulam Mustafa

Respondent: Mr. Muhammad Jamil, SDO MEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM MUSTAFA 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

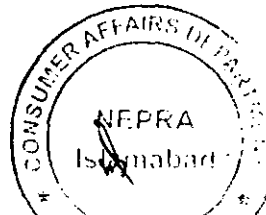
DECISION

This decision shall dispose of the Complaint filed by Mr. Ghulam Mustafa 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 denied to provide electricity connection stating that the Complainant's house exists in a housing colony. Whereas, the already constructed houses in the premises are not part of any approved housing colony and MEPCO has no evidence to support its stance. MEPCO has already erected a pole which is a few feet away from the houses and meters are installed on it whereas the electricity is supplied to the residents of the area through lengthy PVCs passing over the constructed houses. His house is near to Shafiq Abad where 200kVA transformer is installed. The Complainant prayed that like others, he may be issued Demand Notice for provision of electricity connection.

3. The matter was taken up with MEPCO for submission of para-wise comments/report. In response, MEPCO reported vide letter dated May 16, 2024 that the Complainant applied for new Connection for domestic purpose vide application No. 15419016784 dated January 31, 2024 at Gulshan Iqbal, Chak No. 9/BC, Bahawalpur. The area where connection is to be installed has been developed by

CRC Decision – Mr. Ghulam Mustafa VS. MEPCO (MEPCO-NHQ-36076-04-24).



someone in the name of Gulshan Iqbal Town, Phase I and II which is still un-electrified, therefore, MEPCO is unable to provide electricity connection in un-electrified area/ colony/ town. Accordingly, the application of Complainant has been cancelled with advice to applicant that connection could only be granted after proper electrification of Town from Planning Department MEPCO Multan as per SOP.

4. The report of MEPCO was sent to the Complainant for comments. In response, the Complainant submitted his rejoinder wherein the Complainant reiterated his earlier version. In order to probe further into the matter, a hearing was scheduled at NEPRA Regional Office, Multan on November 05, 2024 which was attended by both the parties, i.e., MEPCO and Complainant. During the hearing, the Complainant provided his property document wherein it is mentioned that the locality of the plot is Chak No. 9/BC, Gulshan-e-Iqbal, Phase-I, Bahawalpur City. However, MEPCO could not provide detail of connections installed on the pole installed behind the house of the Complainant. Owing to provision of insufficient information/ record, another hearing was held at NEPRA Regional Office, Multan on January 22, 2025. During the hearing, MEPCO informed that 06 No's connections/ meters are found installed on the LT poles behind the house of complainant having date of connection from the year 1994 till 2012. These connections were provided for the same premises and not shifted from somewhere. MEPCO further submitted that the connections already installed in the un-electrified areas including Chak No. 9/BC, Bahawalpur and Gulshan Iqbal Housing Scheme, Bahawalpur were disconnected in the past but after the public protest, the connections were restored on the telephonic directions from Commissioner Bahawalpur on temporary basis until further orders. Electrification of un-approved housing schemes without fulfilling legal and technical requirements is unjustified and proper electrification can only be done on cost deposit basis with submission of approved plans and compliance with codal formalities. Disciplinary action was initiated against Mr. Zaheer Ahmad (LS-I) who installed connection in un-approved/ un-electrified housing scheme called as Gulshan-e-Iqbal vide LOE No. 6752 dated March 14, 2019 after proper enquiry and a major penalty was also imposed upon him by the S.E (Operations) MEPCO Circle Bahawalpur vide office order dated January 31, 2021. MEPCO informed that the sponsor of the colony/ housing scheme constructed streets and installed sewage pipes and sold the property and left away.

5. 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:

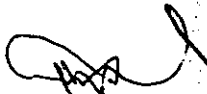
- (i) The Complainant applied for new Connection for domestic purpose on January 31, 2024 at Gulshan-e-Iqbal, Chak No. 9/BC, Bahawalpur. The application of Complainant has been cancelled as the area was un-electrified and the Complainant was advised that connection could only be granted after proper electrification of Town as per SOP.
- (ii) 06 No's connections/ meters are found installed on the LT poles installed behind the house of complainant having date of connection from the year 1994 till 2012. From these connections, a connection having reference No. 09 15419 0960500 has date of connection November 22, 2001 and the address mentioned is 269-C, Gulshan-e-Iqbal, Phase-I, Bahawalpur. Whereas, the others have address 09/BC, Bahawalpur. The Complainant provided his property document wherein it is mentioned that the locality of the plot is Chak No. 9/BC, Gulshan-e-Iqbal, Phase-I, Bahawalpur City.
- (iii) The connections already installed in the un-electrified areas including Chak No. 9/BC, Bahawalpur and Gulshan-e-Iqbal Housing Scheme, Bahawalpur were disconnected in the past but after the public protest, the connections were restored on verbal directions of Bahawalpur Administration on temporary basis until further orders. Owing to this, the 06 No's connections




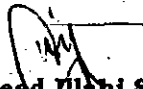
have not been removed from the pole and are still providing electricity to the residents of the area through lengthy PVCs.

- (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.
- (v) Clause 2.7.4 of Consumer Service Manual (CSM) provides that if any Housing Colony is not electrified by the sponsor or there is no sponsor then the residents/ applicants may approach MEPCO in form of groups for electrification on cost deposit basis. Such areas may also be electrified by MEPCO at its own and cost so incurred shall be recovered from the prospective consumers proportionate to their load. However, codal formalities for provision of connection in such cases must be observed.

6. Foregoing in view, the Complainant is advised to approach the relevant forums to obtain NOC for provision of electricity connection and MEPCO may provide the connection after verification of the NOC in light of provisions of the Consumer Service Manual on cost deposit basis. 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 Ilahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, February 24, 2025

