



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**

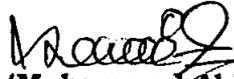
TCD 06/ 1315 -2024
March 18, 2024

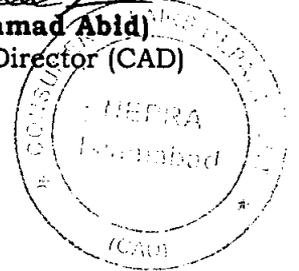
Chief Executive Officer,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUNIR AHMED KHAN C/O MR. SHAUKAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING REFUND OF PAID AMOUNT OF ADDITIONAL DEMAND NOTICE**
MEPCO-NHQ-34536-02-24

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated March 18, 2024, regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)



Copy: -

1. C.E/ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/ XEN (Op.), Haroonabad Division,
Multan Electric Power Company (MEPCO),
WAPDA SCARP Colony, Tehsil Haroonabad,
Bahawalnagar
3. Mr. Munir Ahmed Khan,
R/o Chak No. 116-B/TDA, P. O. Rana Nagar,
Tehsil Karor, Layyah
Cell: 0304-2169239



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

Complaint No. MEPCO-NHQ-34536-02-24

Mr. Munir Ahmed Khan
On behalf of Mr. Shoukat Ali
Chak No. 116-B/TDA, P.O. Rana Nagar
Tehsil Karor, District Layyah.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 28, 2024

On behalf of Complainant: Mr. Munir Ahmed Khan

Respondent: Mr. Noman Sarwar SDO (Operation), MEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUNIR AHMED KHAN C/O MR. SHOUKAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING REFUND OF PAID AMOUNT OF ADDITIONAL DEMAND NOTICE

DECISION

This decision shall dispose of the complaint filed by Mr. Munir Ahmed Khan C/o Mr. Shoukat Ali (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 received a complaint wherein the issue agitated by the Complainant was that MEPCO was approached for provision of industrial connection against which a Demand Notice (DN) amounting to Rs. 5,49,000/- was issued by MEPCO, which was paid by the Complainant on October 15, 2021. Subsequently, MEPCO issued another demand notice amounting to Rs. 3,28,700/- which was also paid by the Complainant under protest and the connection was installed in October 2023. Being aggrieved with the revised demand notice, the Complainant requested to direct MEPCO to refund the same in accordance with relevant provisions.

3. The subject matter was taken up with MEPCO and a hearing was held on February 28, 2024 at NEPRA Head Office, Islamabad wherein both the parties advanced their respective arguments. MEPCO official submitted that the revised demand notice was issued to the Complainant due to revision of material rates during October, 2021 and the same is liable to be paid by the Complainant in accordance with the abridged conditions of power supply and the other relevant SOPs.

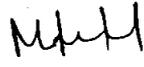
4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. The Complainant approached MEPCO for a new Industrial connection for the tentative load of 38 kW. In response, MEPCO approved the application and accordingly issued a demand notice amounting to Rs. 5,49,000/- dated September 27, 2021 which was paid by the Complainant on October 15, 2021 within the prescribed time period. Later, another demand notice amounting to Rs. 3,28,700/- dated October 29, 2021 was issued and the same was also paid by the Complainant on January 25, 2023 and the connection was installed by MEPCO on October 31, 2023.
- ii. According to time frame for new connection given in NEPRA Performance Standards (Distribution) Rules, 2005 read with Consumer Service Manual (CSM), DISCOs are required to provide electricity connection within time period of (34) days from the date of payment of demand notice in case of load between 15-70 kW. In the instant matter, the demand notice was paid on October 15, 2021 and the connection having sanctioned load of 38 kW; should have been installed by November 18, 2021. The same was installed on October 31, 2023 The revised demand notice was also paid late by the Complainant on January 25, 2023.
- iii. Perusal of the documentary evidence submitted by MEPCO revealed that the Complainant was charged difference of capital cost of the required material in the form of revised demand notice due to cost escalation. The record further reflects that the rates of material were revised on October 01, 2021 essentially ahead of the date of payment of initial demand notice i.e. October 15, 2021 which consequently led to the issuance of revised demand notice dated October 29, 2021 to the Complainant for payment.
- iv. Furthermore, the amended clause 2.4.6 of Consumer Service Manual (CSM) stipulates that if escalation in cost of material takes place within the time period required for installation of connection, then in such a case additional cost due to escalation, shall be paid by the applicant. The cost escalation occurred within the set time frame i.e. 34 days, required for the installation of connection; therefore, issuance of additional demand notice is justified.

5. Foregoing in view, MEPCO has rightly charged the additional demand notice amount to Rs. 328700/- hence, further proceedings in the instant matter are being closed by this office.

5- مندرجہ بالا حقائق کے تناظر میں، میپیکو نے بجا طور پر اضافی ڈیمانڈ نوٹس کی رقم -/328700 روپے وصول کی۔ لہذا، اس شکایت پر مزید کارروائی بند کی جا رہی ہے۔


(Lashkar Khan Qambrani)
Member, Consumer Complaints Tribunal/
Director (CAD)


(Moqem-ul-Hassan)
Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, March 18, 2024

