



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.06/2677-2025
July 4, 2025

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

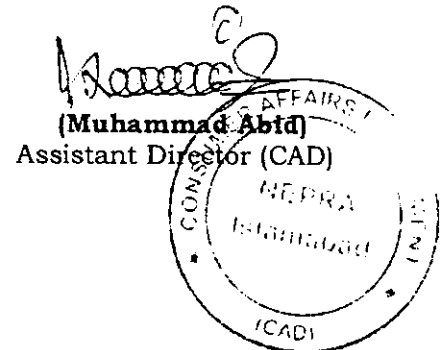
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAROOQ AHMAD, CEO, M/S SHOAIB PAPER MILLS, THROUGH MR. AURANGZAIB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO OFFICIALS REGARDING FIXED CHARGES & RESTORATION OF ELECTRICITY CONNECTION (A/C# 27 15118 0004800).**
MEPCO-NHQ-50328-02-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated July 4, 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, Cantt. Division,
Multan Electric Power Company (MEPCO),
Near M.P. Check Post, Sher Shah Road,
Multan Cantt.
3. Mr. Farooq Ahmad, CEO,
M/s Shoaib Paper Mills,
C/o Mr. Aurangzaib S/o Ihsan-ul-Haq,
43-B/1, Phase-I, Industrial Estate, Multan,
03023552349





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-50328-02-25

Mr. Farooq Ahmad, CEO,
M/s Shoaib Paper Mills,
C/o Mr. Aurangzaib S/o Ihsan-ul-Haq,
43-B/1, Phase-I, Industrial Estate, Multan.
03023552349

..... Complainant

VS.

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

..... Respondent

Hearing(s): May 27, 2025

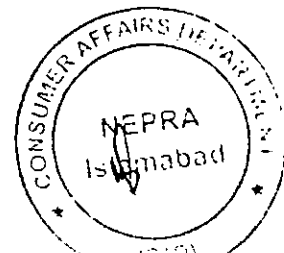
On Behalf of the Complainant: Mr. Farooq Ahmad

On Behalf of Respondent/MEPCO: Mr. Muhammad Yasir, XEN (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAROOQ AHMAD, CEO, M/S SHOAIB PAPER MILLS, THROUGH MR. AURANGZAIB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO OFFICIALS REGARDING FIXED CHARGES & RESTORATION OF ELECTRICITY CONNECTION (A/C# 27 15118 0004800).

This decision shall dispose of the complaint filed by Mr. Farooq Ahmad, CEO, M/s Shoaib Paper Mills, through Mr. Aurangzaib S/o Ihsan-ul-Haq, M/s Shoaib Paper Mills, 43-B/1, Phase-I, Industrial Estate, Multan (hereinafter referred to as the 'Complainant') against Multan Electric Supply Company Limited (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 moved an application to MEPCO for temporary disconnection due to closure of his business. The Complainant paid all bills regularly and there was no outstanding amount against the Complainant. In response of the said application, MEPCO temporarily disconnected the electricity supply of the Complainant. Subsequently, the Complainant approached MEPCO in June 2024 for restoration of supply, however, the same was not processed by MEPCO. Consequently,



MEPCO issued bills amounting to Rs. 20,16,289/- on account of fixed charges during the month of January 2025. The Complainant requested for withdrawal of the bill.

3. The matter was taken up with MEPCO whereby MEPCO submitted that the connection of the Complainant was temporarily disconnected, however, the Complainant didn't apply for RCO as per NEPRA SOP. After 11-months RCO was issued and the Complainant was charged fixed charges which are payable on consumer part. In order to proceed further, a hearing has been held on May 27, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties, wherein the issue was discussed in detail.

4. The case has been examined in detail in light of written/verbal arguments of the parties. The following has been concluded:

- (i) The Complainant is industrial consumer of MEPCO having reference No. 27-15118-0004800 with sanctioned load of 492kW. The Complainant applied to MEPCO for temporary disconnection on July 24, 2023 for 11 months. Accordingly, MEPCO allowed temporary disconnection.
- (ii) The Complainant approached MEPCO vide application June 25, 2024 for restoration of supply. The same application was received by MEPCO. Subsequently, S.E MEPCO forwarded the case to Executive Engineer (Operation) Multan Cantt. Division for further necessary action. However, the concerned office didn't proceed with restoration of supply.
- (iii) The Consumer Service Manual (CSM) provides that upon request of consumer for restoration of temporarily disconnected premises, the DISCO shall restore supply within four 04 working days. Moreover, the Consumer Service Manual (CSM) provides that in case of temporary disconnection, no fixed charges, RCO fee shall be charged to the disconnected consumer.
- (iv) In the instant case, MEPCO failed to restore electricity supply within the time period provided in CSM. Moreover, MEPCO issued a bill amounting to Rs. 20,16,289/- for the month of January, 2025 on account of fixed charges which is in violation of relevant provisions of Consumer Service Manual (CSM), whereas the connection was not restored by MEPCO.

5. Foregoing in view, MEPCO is directed to withdraw the bill amounting to Rs. 20,16,289/- issued during the month of January, 2025 on account of fixed charges. The Complainant is not liable to pay fixed charges as he applied for restoration after temporary disconnection in June 2024 however, MEPCO failed to restore supply. In view thereof, electricity supply of the Complainant be restored immediately. Further proceedings in the matter are being closed by this office.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

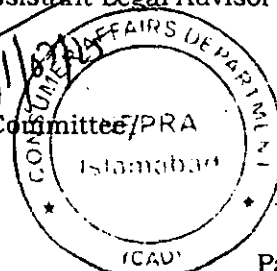
(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/PRA
Director General (CAD)

Islamabad, July 24, 2025



Page 2 of 2