



**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.06/25413 -2025  
June 27, 2025

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

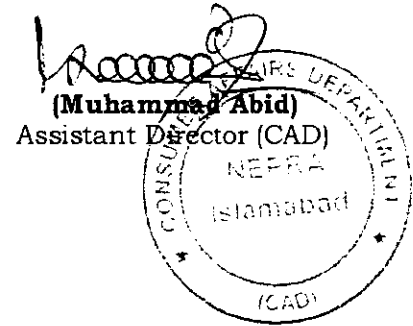
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY AGRICULTURAL CONSUMERS OF MEPCO THROUGH MR. ABDUL GHAFOOR KULACHI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING CHARGING OF DEFERRED AMOUNT TO AGRICULTURAL TUBE WELL CONSUMERS.**  
**MEPCO-NHQ-49667-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated June 26, 2025, regarding the subject matter for necessary action.

**Encl: As above**

Copy: -

1. Mr. Khawaja Sheeraz,  
Member National Assembly of Pakistan  
Parliament Lodges, Islamabad.
2. C.E/ Customer Services Director,  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
3. Executive Engineer, Taunsa Division,  
Multan Electric Power Company (MEPCO),  
Near 132 kVA Grid Station, Taunsa Sharif,  
District D.G Khan.
4. Mr. Abdul Ghafoor Kulachi,  
Basti Chatri, P.O. Tibbi Qaisrani,  
Tehsil Taunsa, District Dera Ghazi Khan.  
0333-7095284





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

**Complaint No. MEPCO-NHQ-49667-01-25**

**Mr. Abdul Ghafoor Kulachi,**  
Basti Chatri, P.O. Tibbi Qaisrani,  
Tehsil Taunsa, District Dera Ghazi Khan.  
Phone: 0333-7095284

**..... Complainant**

**Versus**

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

**..... Respondent**

**Date of Hearing(s):** February 20, 2025

**On Behalf of Complainant:** Mr. Abdul Ghafoor

**On Behalf of Respondent:** Mr. Muhammad Jawad, XEN (Ops), Taunsa  
Mr. Allah Nawaz RO, MEPCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY AGRICULTURAL CONSUMERS OF MEPCO THROUGH MR. ABDUL GHAFUOR KULACHI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING CHARGING OF DEFERRED AMOUNT TO AGRICULTURAL TUBE WELL CONSUMERS**

**Decision**

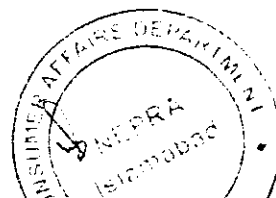
This decision shall dispose of the complaint filed by 35-agricultural consumers of MEPCO through Mr. Abdul Ghafoor Kulachi Basti Chatri, P.O. Tibbi Qaisrani, Tehsil Taunsa, District Dera Ghazi Khan (hereinafter referred to as the 'Complainant') against Multan Electric Supply Company Limited (hereinafter 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 Complainants are consumer of MEPCO having tube well connection(s). The Complainants submitted that MEPCO has started charging of deferred amount which was deferred during the year 2015. During the hearing, it was observed that during the period between the year 2012 to 2015 farmers (Kisan Ittihad) stopped making payments (even current bills) to MEPCO due to some disputes. According to an agreement made between the Government of Punjab and the Farmers (Kissan Ittihad) the billed amount accumulated upto the month of June, 2015 was kept deferred till further orders.

3. MEPCO apprised that in the light of directions of Ministry of Energy (Power Division), MEPCO issued directions vide letter dated January 29, 2024 for recovery of the said deferred amount from consumers in installments alongwith the current bills w.e.f.

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*CRC Decision: Abdul Ghafoor Kulachi vs MEPCO (MEPCO-NHQ-49667-01-25)*



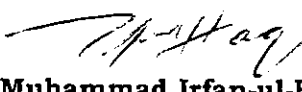
February, 2024. Moreover, excessive billing and Late Payment Surcharge (LPS) have been withdrawn against these 35-consumers. The consumer have raised concerns over charging of amount after a period of ten years, however, the billing carried out by MEPCO was not disputed. The Complainants also disputed the detection bills charged to 11x Nos consumers amounting to Rs. 2.7 Million. MEPCO officials could not provide justification/evidences regarding these detection bills, therefore, the same are required to be withdrawn.

4. An amount of Rs. 142.3 Million was debited against these 35-consumers. This amount included Rs. 2.7 Million as detection bills. The record has been checked and found that MEPCO has adjusted wrong billing and LPS, however, MEPCO failed to provide any justification regarding the detection bills. Main concern of the consumers was that why MEPCO has debited this amount after lapse of ten years. MEPCO is of the view that this amount was deferred for the time being but not withdrawn.

5. Foregoing in view, MEPCO is directed to withdraw detection bills against 11x Nos consumers amounting to Rs. 2.7 Million being unjustified, whereas, the deferred amount is payable by the Complainants. MEPCO is further advised to review the installment amount being recovered from the consumers on account of payment of the deferred amount as deemed appropriate. Further proceedings in the matter are being closed in above terms.

  
(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, June 26, 2025

