



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs  
Department**

TCD.06/4028-2025  
September 22, 2025

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

**SUBJECT: DECISION IN THE MATTER OF WRIT PETITION NO. 8532/2023: MR. MUHAMMAD NAEEM SHARIF VS. MEPCO, FOP & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING EXCESSIVE BILLING (REF 27 15451 1624800, 27 15452 0931700, 27 15451 0218300 & 27 15451 2184000).**

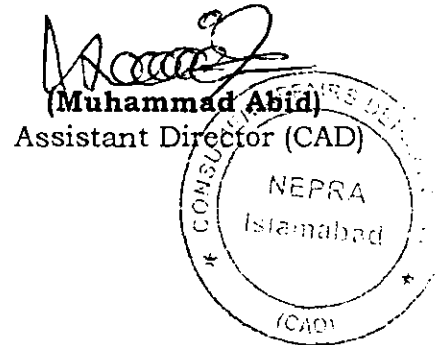
Complaint No. MEPCO-NHQ-38052-05-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 22, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. C.E/Customer Services Director, MEPCO  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Director Commercial  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
3. Incharge NEPRA Regional Office,  
Office No. 20-22, 3<sup>rd</sup> Floor, Bomanji Square,  
84/2, Nusrat Road, Cantt, Multan.
4. Executive Engineer, Hasilpur Division,  
Multan Electric Power Company (MEPCO),  
Vehari Road, Purana Hasilpur, Bahawalpur.
5. Mr. Muhammad Naeem Sharif S/o Muhammad Sharif  
Sharif Cotton Factory, Hasilpur, District Bahawalpur.
6. Mirza Muhammad Nadeem Asif Advocate,  
High Court, Bahawalpur Bench, C.C. No. 25683,  
Seat at Bahawalpur.





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

**Complaint No. MEPCO-NHQ-38052-05-24**

**Mr. Muhammad Naeem Sharif S/o**  
Muhammad Sharif, Sharif Cotton Factory,  
Hasilpur, District Bahawalpur.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** June 06, 2024

**On behalf of**  
**Complainant:** Mr. Saeed

**Respondent:** Mr. Muhammad Qaisar Izhar, XEN (Operation), Hasilpur

**Subject:** **DECISION IN THE MATTER OF WRIT PETITION NO. 8532/2023: MR. MUHAMMAD NAEEM SHARIF VS. MEPCO, FOP & OTHERS, REGARDING EXCESSIVE BILLING (A/C NO. 27 15451 1624800, 27 15452 0931700, 27 15451 0218300, 27 15451 2184000)**

**Decision**

This decision shall dispose of the complaint filed by Mr. Muhammad Naeem Sharif S/o Muhammad Sharif, Sharif Cotton Factory, Hasilpur District, Bahawalpur (hereinafter referred to as the "Complainant" or the "Petitioner") 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").

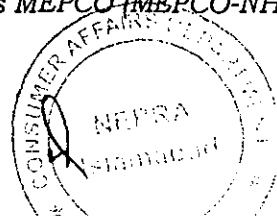
2. Brief facts of the case are that the Complainant in his complaint submitted that MEPCO charged fixed charges to the Complainant amounting to Rs. 3,61,809/-, Rs. 2,38,083/-, Rs. 2,70,072/- & 1,89,287/- against reference Nos. 27 15451 1624800, 27 15452 0931700, 27 15451 0218300 and 27 15451 2184000 respectively during the period from July, 2022 to September, 2022 despite the fact the Complainant applied for temporary disconnection. Accordingly, the matter was taken up with MEPCO and hearings were held at NEPRA Head Office, Islamabad wherein case was discussed in detail.

3. The case has been analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. Following has been concluded:

- (i) The Complainant has four industrial connections against reference Nos. 27 15451 1624800, 27 15452 0931700, 27 15451 0218300 and 27 15451

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*CRC Decision: Muhammad Naeem Sharif vs MEPCO (MEPCO-NHQ-38052-05-24)*



218400 installed on the name Muhammad Naeem (Al-Faisal Cotton Factory), Akhter Ali (Shadab Cotton Factory), Haji Muhammad Sharif (Sharif Cotton Factory) and Haji Muhammad Sharif Oil Mills respectively.

- (ii) Subsequent upon issuance of tariff terms and conditions by NEPRA on July 22, 2022 regarding fixed charges, MEPCO issued fixed charges bills amounting to Rs. 3,61,809/-, Rs. 2,38,083/-, Rs. 2,70,072/- & Rs. 1,89,287/- against reference Nos. 27 15451 1624800, 27 15452 0931700, 27 15451 0218300 and 27 15451 2184000 respectively during the period from July, 2022 to September, 2022. The Complainant paid these bills and approached MEPCO for temporary disconnection and requested for refund of amount paid against these bills.
- (iii) The Petitioner also filed complaint at Wafaqi Mohtasib (Obudsman), Islamabad who after hearing the parties, referred the complaint to Chief Executive MEPCO with advice to look into the issue and to decide the matter on merits. Accordingly the Complainant approached CEO MEPCO who directed the concerned officials to decide the matter after necessary investigations, however, despite submission of necessary documents, MEPCO officials did not allow temporary disconnection and also did not refund the already paid amount in lieu of fixed charges. Being aggrieved the Complainant filed a Writ Petition before Honorable Lahore High Court, Lahore. The Court forwarded the same to NEPRA to decide the matter on merits.
- (iv) Although, the Complainant has shut down all his industrial units but had been paying electricity bills regularly. MEPCO charged fixed charges to the petitioner amounting to Rs. 3,61,809/-, Rs. 2,38,083/-, Rs. 2,70,072/- & 1,89,287/- against reference Nos. 27 15451 1624800, 27 15452 0931700, 27 15451 0218300 and 27 15451 2184000 respectively during the period from July, 2022 to September, 2022. MEPCO submitted that after receiving fixed charges bill, the petitioner applied for temporary disconnection to S.E (Op.) Bahawalpur whereby Sundry Job Orders (SJOs) for temporary disconnection were issued and the same were implemented. The fixed charges bill issued to the consumer for the months of August 2022, September 2022 & October 2022 respectively were issued as per notified tariff terms and conditions.
- (v) Clause-8.3 of Consumer Service Manual (CSM) provides that if a consumers intends to get disconnected the supply due to any reason, the temporary disconnection of supply may be allowed on consumer request, for a maximum period of eleven months. According to the documents submitted by both the parties and analysis of findings of Wafaqi Mohtasib (Obudsman)'s Secretariat, detail of request for temporary disconnection and approval thereto granted by MEPCO is given as under:

Sr#	Reference No.	Request Date	Approval Date
(i)	27 15451 1624800	26-Aug-2022	28-Sep-2022
(ii)	27 15452 0931700	23-Aug-2022	24-Aug-2022
(iii)	27 15451 0218300	22-Aug-2022	07-Oct-2022
(iv)	27 15451 2184000	13-Sep-2022	07-Oct-2022

- (vi) According to Clause-8.3.5 of Consumer Service Manual (CSM) read with directions of NEPRA dated November 21, 2023; DISCO shall disconnect the electricity within four (04) working days after receipt of written temporary disconnection request from the consumer. Therefore, MEPCO should have disconnected the supply within four days of receipt of application for temporary disconnection from the Complainant, however, except in the case



of reference No. 27 15452 0931700 wherein the temporary disconnection was applied within the given time period and MEPCO did not apply fixed charges whereas in the remaining cases where period between requested date and approval date is more than 15-days, the Complainant has been charged fixed charges for the respective month in violation of the above mentioned clause of CSM.

4. Foregoing in view, MEPCO is directed to revise the bills issued to the Complainant in lieu of fixed charges for the period from July, 2022 to September, 2022. Disconnection shall be applicable within four (04) days of the receipt of the applications as per the following detail:

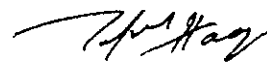
Sr#	Reference No.	Request Date	Effective date of TDC
(i)	27 15451 1624800	26-Aug-2022	30-Aug-2022
(ii)	27 15451 0218300	22-Aug-2022	26-Aug-2022
(iii)	27 15451 2184000	13-Sep-2022	17-Sep-2022

5. Temporary disconnection is applicable for a period of eleven (11) months maximum. Further proceedings in the matter are being closed by this office in above terms.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



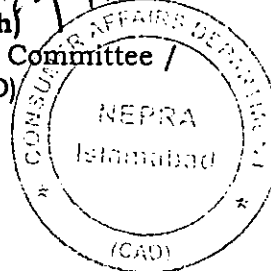
**(Muhammad Irfan ul Haq)**

Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)



**(Naweed Illahi Shaikh)**

Convener, Complaints Resolution Committee /  
Director General (CAD)



Islamabad, September 22, 2025