



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/ 4600 -2025
October 23, 2025

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

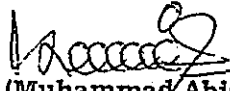
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QAISAR IQBAL & OTHERS, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING ELECTRIFICATION OF HOUSING COLONY, MEPCO-NHQ-35208-03-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 23, 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. Chief Engineer (Planning),
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
3. Mr. Qaisar Iqbal & Others,
Postal Address:
Qaisar Traders, Near MDA Chowk,
Suraj Miyani Road, Multan.
0300-8630893


(Muhammad Abid)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-35208-03-24

Mr. Qaisar Iqbal & Others
Qaisar Traders, near MDA Chowk
Soraj Miyani Road, Multan.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: May 15, 2024
December 12, 2024
January 17, 2025
July 07, 2025

On behalf of:
Complainant: Mr. Qaisar Iqbal

Respondent/ MEPCO: Mr. Khalid Mehmood, Chief Engineer,
Mr. Ishfaq, Chief Engineer (Planning)
Mr. Arshad Munir, Addl. Manager, (P&E)
Mr. Ghulam Muhiuddin, XEN

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QAISAR IQBAL & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING ELECTRIFICATION**

DECISION

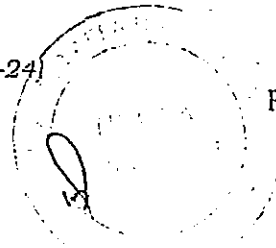
This decision shall dispose of the complaint filed by Mr. Qaisar Iqbal & Others (hereinafter referred to as the "Complainant") against Multan Electric Power Company Limited (hereinafter referred to as the "Respondent" or "MEPCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from the Complainant, regarding the delay in executing the complete electrification, of a housing society, approved by MEPCO in July 2020. The matter was taken up with MEPCO, and in response, MEPCO submitted that the case for the external electrification of Gulshan-e-Ahmad Housing Scheme was initially approved in July 2020, against which the demand notice had been paid by the Complainant. MEPCO added that while the electrification work had commenced, it was subsequently stopped in compliance with the directions of the Lahore High Court, Multan Bench, in Appeal No. 250/2020 filed by MEPCO. The said order allowed MEPCO to acquire an NOC from the relevant civic agency, a requirement that had earlier been set aside by the Court in W.P. No. 3202/2020.

3. During the hearing, the Complainant produced approved building plans issued by the Metropolitan Corporation, Multan, and contended that these plans should be treated as valid authorization for the provision of electricity connections.

CRC Decision: Mr. Qaisar Iqbal VS. MEPCO (MEPCO-NHQ-35208-03-24)

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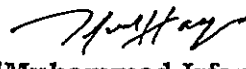
4. Subsequently, NEPRA approached the Metropolitan Corporation, Multan, to verify the authenticity of the submitted building plans. The Corporation, through its letter dated August 5, 2024, confirmed that the building plans were duly approved by Metropolitan Corporation, Multan.

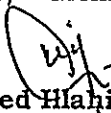
5. The case has been examined in detail in light of the record submitted by both parties, the arguments advanced during the hearing, and the applicable law. The following has been observed:

- i. The issue pertains to delay in execution of electrification work of Gulshan-e-Ahmad Housing scheme, Multan.
- ii. The external electrification of Gulshan-e-Ahmad Housing Scheme, located at Nawab Pur Road, Multan, was initially approved by MEPCO on July 28, 2020. After the payment of the demand notice by the Complainant, a work order was issued, and partial work, including the installation of some poles, was completed before the work was halted by MEPCO in view of the High Court's direction requiring an approved LOP/NOC from the concerned civic agency.
- iii. The Complainant contended that the area in question falls under a rural locality, where no formal sponsor exists to obtain an NOC from the civic agency, and that MEPCO has already provided electricity connections to nearby premises. This establishes that electricity connections may be provided to the Complainant under Clause 2.7.4 of the Consumer Service Manual (CSM), which stipulates that if any housing scheme, colony, commercial plaza, or building is not electrified by a sponsor—or where no sponsor exists—the residents or applicants may approach the concerned DISCO collectively for electrification on a cost-deposit basis. Such areas may also be electrified by the DISCO at its own cost, recoverable proportionately from the prospective consumers according to their load. However, all codal formalities for the provision of connection in such cases must be fulfilled.
- iv. In this case, the Metropolitan Corporation, Multan, through its letter dated August 5, 2024, verified the building plans submitted by the Complainant. This verification supports the provision of electricity connections to the Complainant at the designated premises, particularly given that MEPCO has already completed partial electrification work in the same area on a cost-deposit basis.
- v. Provision of electricity is recognized as a Fundamental Right under Articles 9 and 14 of the Constitution of Pakistan. The denial of electricity supply to a citizen amounts to a deprivation of this right and contravenes Article 8 of the Constitution, which renders any law, custom, or practice inconsistent with or abridging a Fundamental Right as void and inoperative. The Supreme Court of Pakistan has also interpreted the provision of electricity as a Fundamental Right.

6. In view of the foregoing, MEPCO is hereby directed to provide electricity connections to the Complainant on a cost-deposit basis after due verification building plans approved by the Metropolitan Corporation, Multan and completion of other codal formalities. The case is disposed of in above terms.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Hani Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 23, 2025

CRC Decision: Mr. Qaisar Iqbal VS. MEPCO (MEPCO-NHQ-35208-03-24)