



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/ 5341-2025

December 03, 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. MUHAMMAD AKHTAR S/O SHAFI MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING CORRECTION OF BILL (REF 27 15164 1601301).

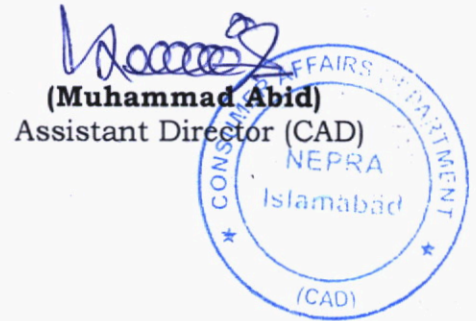
Complaint No. MEPCO-NHQ-61360-09-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 03, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. C.E./Customer Service Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/XEN (Op.), Shujabad Division,
Multan Electric Power Company (MEPCO),
MEPCO Complex, Shujabad.
3. Mr. Muhammad Akhtar S/o Shafi Muhammad
R/o 54/M, Tehsil & District Lodhran.
Cell # 0345-5709178.





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

Complaint No. MEPCO-NHQ-61360-09-25

Mr. Muhammad Akhtar S/o Shafi Muhammad,
54/M, Tehsil and District Lodhran.

..... **Complainant**

VS.

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

..... **Respondent**

Date of Hearing(s): October 22, 2025

On Behalf of Complainant: Muhammad Akhtar

On Behalf of Respondent: Tariq Mahmood, XEN (Operation)

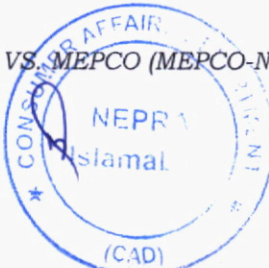
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AKHTAR S/O SHAFI MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING CORRECTION OF BILL (A/C# 27 15164 1601301)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Akhtar S/o Shafi Muhammad (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. Brief facts of the case are that the Complainant's transformer along with the electricity meter was stolen on July 11, 2022, for which FIR No. 353/22 dated August 19, 2022 was lodged by the Complainant. The Complainant further stated that despite the theft incident, MEPCO charged a bill amounting to Rs. 639,970/- during the month of May 2023. The Complainant alleged that the said bill is unlawful and without justification and that MEPCO is compelling him to make the payment. The Complainant requested correction of the impugned bill and redressal of his grievance.

3. The matter was taken up with MEPCO. In order to proceed further, a hearing was held at NEPRA Head Office, Islamabad, which was attended by both parties (MEPCO and the Complainant), wherein the matter was discussed in detail. During the hearing, MEPCO officials submitted that the Complainant had outstanding dues amounting to Rs. 140,376/- up to August 31, 2022. Upon theft of the 400-KVA transformer along with the AMR meter, MEPCO fed the Equipment Removal Order (ERO) dated August 15, 2022 based on manual final readings (Off-Peak = 1779.89 & Peak = 380.78) of AMR Meter No. 3699013465 due to the non-availability of Galaxy online data at that time. After feeding the ERO in September 2022, fixed charges of Rs. 114,353/- were applied, increasing arrears to Rs. 254,729/-.



4. Later on, Galaxy data became available, showing final KWH readings of Off-Peak = 1879.243 and Peak = 400.97 units, (multiplying factor of 20) resulting in charging of 14,345 unbilled units amounting to Rs. 385,241/-, which were charged through an adjustment note dated April 28, 2023. MEPCO submitted that the consumer did not clear outstanding dues, causing arrears to rise to Rs. 639,970/- up to April 2023, which were later reduced to Rs. 563,564/- after security adjustment.

5. The case has been examined in detail in light of the written and verbal arguments of both parties. The following has been concluded:

- i. The Complainant, having an electricity connection under Reference No. 27151641601301, reported theft of the transformer along with the AMR meter on July 11, 2022, for which FIR No. 353/22 dated August 19, 2022 was lodged at the concerned police station. The Complainant's main grievance is that despite the theft, MEPCO issued a bill amounting to Rs. 639,970/- in May 2023.
- ii. Following the lodging of the FIR, MEPCO fed the ERO and subsequently charged bills to the Complainant on the pretext of uncharged units. An AMR meter is installed at the site, which communicates readings to MEPCO in a timely manner. In view thereof, charging bills after transformer stolen is unwarranted.
- iii. It is also observed that after the theft of the transformer and meter, MEPCO charged fixed charges. Since the Complainant could not consume electricity during this period due to theft of transformer; therefore, these fixed charges are illogical and un-justified.

6. In view of the foregoing, MEPCO is directed to withdraw the bills charged to the Complainant after July 11, 2022 (theft of transformer) and fixed charges along with late payment surcharges (if any) imposed due to non-payment of bills. The Complainant is only liable to pay the bills up to July 11, 2022, when the transformer remained installed at the site. The Complainant's account shall be overhauled accordingly.

7. The complaint is disposed of in the above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (Consumer Affairs)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (Consumer Affairs)



Islamabad, December 03, 2025