



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/ 4882 -2025
November 06, 2025

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

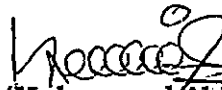
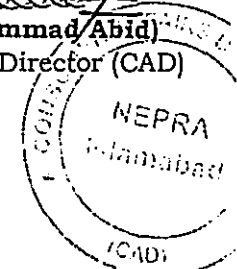
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MR. NISAR AHMAD SHAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WRONG DISCONNECTION AND REMOVAL OF TRANSFORMER (REF# 27 15822 2261804 U).
MEPCO-MUL-53169-04-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 06, 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/ XEN (Op.), Haroonabad Division,
Multan Electric Power Company (MEPCO),
WAPDA SCARP Colony, Tehsil Haroonabad,
Bahawalnagar
3. Mr. Raheel Azher, (Additional Director),
NEPRA Regional Office,
Office No. 20-22, 3rd Floor, Bomanji Square, 84/2, Nusrat Road,
Cantt. Multan.
4. Mr. Nisar Ahmad Shafiq,
MD, Niaz Industries, Fort Abbas Road,
Tehsil Haroonabad, District Bahawalnagar.
0321-7580111


(Muhammad Abid)
Assistant Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-MUL-53169-04-25

Mr. Nisar Ahmad Shafiq,
MD, Niaz Industries, Fort Abbas Road,
Haroonabad, District Bahawalnagar.
0321-7580111

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: May 05, 2025

On Behalf of
Complainant: Mr. Nisar Ahmad Shafiq

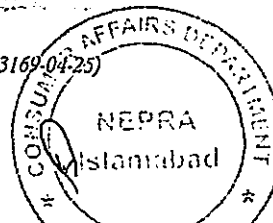
Respondent: Mr. Nasir Mahmood, XEN MEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NISAR AHMAD SHAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING WRONG DISCONNECTION AND REMOVAL OF TRANSFORMER (REF# 27 15822 2261804 U).**

DECISION

This decision shall dispose of the complaint filed by Mr. Nisar Ahmad Shafiq (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. The Complainant apprised that in August 2022, MEPCO officials removed his electricity meter along with Transformer and other allied material without any prior notice in absence of his representative on non-payment of only Rs 30,000/-. They were supposed to only disconnect the meter but they removed equipment in violation of SOP etc. The Complainant requested to investigate the matter as MEPCO officials unlawfully removed transformer and issued fixed charges during the disconnection period due to which he faced loss of more than Rs.50 Million. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.



3. The matter was taken up with MEPCO and a hearing in the matter was conducted on May 05, 2025 at NEPRA Regional Office, Multan. The hearing was attended by both the parties, i.e. MEPCO and the Complainant who advanced their arguments. The Complainant reiterated his earlier version and alleged that the SDO and his team misbehaved and threatened his employees. He kept approaching MEPCO offices but instead of restoration of his electricity connection, they kept sending bills with fixed charges. Forcibly he paid the fixed charges of Rs. 265,690/- during RCO period, paid certain reinstallation charges to officials and the connection was restored on May 13, 2023 upon payment of 35,203/- as arrears. In the hearing, MEPCO official submitted that the complainant was a defaulter of MEPCO and due to non-payment of outstanding dues, the equipment was removed from the site.

4. MEPCO officials further informed that they will review the case in light of Consumer Service Manual (CSM) and will make efforts to resolve the case amicably. Later on, XEN (Op) vide letter dated May 06, 2025 reported that the complainant was a defaulter of MEPCO amounting to Rs. 95,470/-. Due to non-payment of outstanding dues, SDO (Operations) Haroonabad removed equipment from the site on July 29, 2022. The Complainant applied for RCO to Revenue Officer Haroonabad on February 28, 2023 and after checking the record of ERO, a bill of fixed charges was issued for disconnected period up to February 28, 2023 amounting to Rs. 226,610/- and a bill of Rs. 2,000 was issued to the Complainant as RCO charges which the Complainant paid on February 28, 2023.

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

(i) The Complainant is an industrial consumer of MEPCO under reference number 27 15822 2261804 U (B2) with sanctioned load of 12kW.

(ii) As per billing history printed on the August 2022 bill (copy provided by the Complainant), the June 2022 bill amounting to Rs 90125/- was not paid. The Complainant was a defaulter of 01-month bill for June 2022. Scrutiny of the PITC Billing Details record confirms that an amount of Rs. 116,197/- was payable in July 2022 with due date of August 22, 2022. The amount of Rs. 116,197 was deposited on August 22, 2022 whereas, MEPCO removed equipment from the site on July 29, 2022. The PITC data shows that the connection status was Active in June 2022 and from July 2022 to February 2023, the connection status remained disconnected and changed to reconnected in March 2023.


(iii) There is no allegation against the Complainant for involvement in the theft of electricity.


(iv) Clause 8.2.2 of Consumer Service Manual (CSM) provides that a connection must not be disconnected for non-payment of one month bill. In such cases, MEPCO must issue a seven-day notice along with the second month's bill, advising the consumer to clear the outstanding dues or face disconnection. This notice can be printed or stamped on the electricity bill itself. However, MEPCO disconnected the electricity supply of the Complainant and removed the material from site on July 29, 2022 in violation of above provision of CSM.


(v) MEPCO's failure to follow this procedure for an Equipment Removal Order (ERO) violates Clause 8.2 of CSM. This clause stipulates that if a consumer fails to pay the third month's bill, along with the arrears of the previous two months, by the due date, MEPCO shall issue an ERO. This authorizes the removal of the metering installation and other materials, and the consumer's account is then permanently disconnected. MEPCO removed equipment from the site vide ERO dated July 22, 2022 on July 29, 2022 in violation of the provisions of the CSM. Moreover, as per its report, MEPCO charged fixed charges bill during the disconnected period from July 2022 up to February 28, 2023 amounting to Rs. 226,610/ and refunded the same upon reviewing the case in light of CSM on the intervention of NEPRA. The Complainant has claimed for financial loss of Rs. 50 Million due to illegal disconnection of electricity supply by MEPCO.

6. Foregoing in view, MEPCO is directed to initiate disciplinary action against SDO (OP) who removed the transformer and allied material from site in violation of the provisions of the Consumer Service Manual under intimation of this office.

7. Moreover, the damages claim as requested by the Complainant does not fall under the purview of NEPRA. Therefore, the consumer may pursue this matter before a relevant Court of law. 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


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

Islamabad, November 06 , 2025

