



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

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**Consumer Affairs
Department**

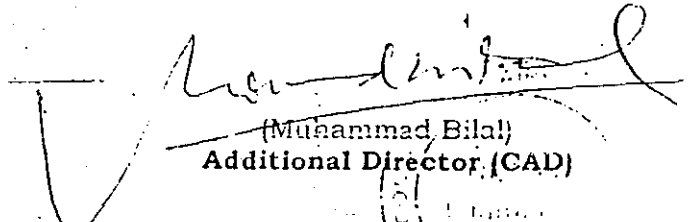
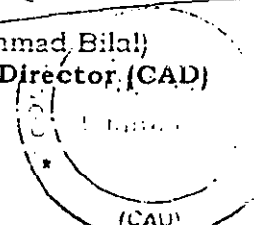
TCD 06/ 5253 -2024
November 29, 2024

Chief Executive Officer, MEPCO,
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: **DECISION IN THE MATTER OF ORDER DATED 11.06.2024 IN WRIT
PETITION NO. 7549/2024: MR. MUHAMMAD ZOHAIB VS GOP. ETC.,
PASSED BY THE HONORABLE LAHORE HIGH COURT, MULTAN BENCH,
MULTAN (A/C NO. 11 15175 8689504).**
MEPCO-NHQ-40414-07-24

Please find enclosed herewith the decision of NEPRA Resolution Committee dated November 29, 2024, regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)


Copy: -

1. C.E/ Customer Services Director, MEPCO,
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/ XEN (Op.), B. Zakariya (Moosa Pak),
Multan Electric Power Company (MEPCO),
Near WAPDA Town (Phase-I), Multan.
3. Mr. Muhammad Zohaib S/o Muhammad Arif,
Basti Laili Pur, Bhadhla Sant, Tehsil Multan Saddar,
District Multan.



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

Complaint No. MEPCO-NHQ-40414-07-24

Mr. Muhammad Zohaib S/o Muhammad Arif,
Basti Laili Pur, Budhla Sant, Tehsil Multan Saddar,
District Multan.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 23, 2024

**On Behalf of
Complainant:** Nimo

Respondent: Mr. Tariq Mahimood, XEN (Operation) MEPCO
Engr. Masab Ali Saleemi, XEN (Operation) MEPCO
Ms. Safeena Shamshad, SDO (Operation) MEPCO

Subject: **DECISION IN THE MATTER OF ORDER DATED 11.06.2024 IN WRIT PETITION
NO. 7549/2024: MR. MUHAMMAD ZOHAIB VS GOP. ETC., PASSED BY THE
HONORABLE LAHORE HIGH COURT, MULTAN BENCH, MULTAN (A/C NO. 11
15175 8689504).**

DECISION

This decision shall dispose of the Order passed by the Honorable Lahore High Court, Multan Bench, Multan in Writ Petition No. 7549/2024 in the matter of Mr. Muhammad Zohaib S/o Muhammad Arif, Basti Laili Pur, Budhla Sant, Tehsil Multan Saddar, District Multan (hereinafter referred to as the "Complainant") 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 instant Petition are that the petitioner is consumer of MEPCO under reference No. 11-15175-8689504 and is paying the electricity bills regularly and has never become defaulter. The Complainant/ Petitioner prayed that the detection bill issued for the month of May, 2024 amounting to Rs. 385876/- for 5795 units may graciously be set aside in the interest of justice.

3. Honorable Lahore High Court, Multan Bench, disposed of the complaint with directions to NEPRA to decide the matter strictly in accordance with law after providing opportunity of hearing to the petitioner and the others concerned as expeditiously as possible.

4. The matter was taken up with MEPCO and hearings were also conducted at NEPRA Head Office, Islamabad, which were attended MEPCO officials only. The case has



been analyzed in accordance with documents placed on record and applicable law. The following has been concluded:


- (i) The Complainant is a domestic consumer of MEPCO under reference No. 11-15175-8689504 (the connection is installed in the name of Ms. Saiani Mai). Another connection under reference No. 11-15175-8687905 in the name of Muhammad Zohaib is also installed at the premises. The meter installed against reference No. 11-15175-8689504 become defective, therefore, average units were charged through defective code (CP-90) w.e.f June 2023 to November 2023. The defective meter was replaced on December 22, 2023.
- (ii) The Complainant was also charged a detection bill of 525 units on 3.00kW connected load and 20% load factor for the period June 2023 to September 2023 (04 months). Subsequently, the defective meter was sent to M&T Department for data retrieval whereby 5795 units were found chargeable from the Complainant. Therefore, another detection bill of 5795 units was issued to the Complainant during the month of May, 2024.
- (iii) Analysis of the billing history of both the connections installed at the same premises with different names revealed that consumption of the healthy meter installed against reference No. 11-15175-8687905 drastically dropped soon after the impugned meter was declared defective and resumed to healthy consumption when defective meter was replaced during the month of December, 2023. Consumption history of both meter installed at the same premises is as under:

Month	Average consumption on defective meter (11-15175-8689504)	Consumption on healthy meter (11-15175-8687905)
Jan-2023	86	114
Feb-2023	68	50
Mar-2023	48	66
Apr-2023	182	60
May-2023	106	156
Jun-2023	159 (Def)	206
Jul-2023	292 (Def)	52
Aug-2023	139 (Def)	11
Sep-2023	199 (Def)	16
Oct-2023	131 (Def)	09
Nov-2023	136 (Def)	03
Dec-2023	141 (Def)	Nil
Jan-2024	274	264
Feb-2024	112	84
Mar-2024	Nil	83

- (iv) Moreover, analysis of snaps vis-à-vis PITC data reflected that MEPCO charged the Complainant as per snaps upto the month of May, 2023. Further, retrieved (5795) units were charged as pending units for the disputed period when impugned meter was defective i.e. June, 2023 to December, 2023 against reference No. 11-15175-8689504, however, retrieved/pending units doesn't match with previous and future consumption pattern of the Complainant even on both meters. Moreover, the Complainant has also been charged a detection bill of 525 units during the same period which is unjustified and required to be withdrawn. Comparison of billing history of both the connections reflects that the Complainant shifted load on defective meter, therefore, consumption against reference No. 11-15175-8687905 was dropped. In order to recover the loss of energy sustained to MEPCO during the disputed period, the

Complainant can be charged a detection bill on the basis of load factor formula for the period June, 2023 to December, 2023 against reference No. 11-15175-8687905 with due adjustment of already charged units. Hence, already charged detection bills for 525 and 5795 units respectively are also required to be withdrawn.

5. Foregoing in view, MEPCO is directed to withdraw detection bills of 525 and 5795 units respectively being unjustified. Moreover, the Complainant be charged a detection bill on the basis of load factor formula against connection installed under reference No. 11-15175-8687905 for the disputed period from June, 2023 to December, 2023 with adjustment of already charged units and applicable LPS/FPA (if any). Compliance report be submitted within thirty (30) days.


(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (CAD)


(Moqees Ul Hassan)

Member Complaints Resolution Committee
/Assistant Legal Advisor (CAD)


(Naveed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 29, 2024

