



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/ 825 -2025
February 25, 2025

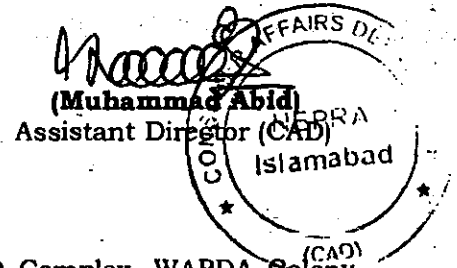
Chief Executive Officer,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

Subject: **DECISION IN THE MATTER OF COMPLAINTS FILED BY (I) MR. MUSTANSAR BILLAH HASHMI S/O QAZI HASHMATULLAH HASHMI, (II) MR. MUHAMMAD AMEEN S/O GHULAM RASOOL, (III) MR. MUHAMMAD MOOSA S/O ABDUL RASHEED, (IV) MR. KALEEMULLAH HASHMI S/O HASHMATULLAH, AGAINST MEPCO REGARDING CHARGING OF DEFERRED AMOUNT (A/C# 29 15263 0039800, 29 15263 0014900, 29 15263 0040301 & 29 15263 0029800).**

Complaints Nos. MEPCO-NHQ-47764-12-24, MEPCO-NHQ-47770-12-24, MEPCO-NHQ-47970-12-24 & MEPCO-NHQ-48205-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated February 25, 2025, regarding the subject matter for necessary action.

Encl: As above



Copy: -

1. C.E/ Customer Services Director, MEPCO, MEPCO Complex, WAPDA Colony, Khanewal Road, Multan.
2. Executive Engineer, Taunsa Division, MEPCO, Near 132 kVA Grid Station, Taunsa Sharif, District D.G Khan.
3. Mr. Mustansar Billah Hashmi S/o Qazi Hashmatullah Hashmi, Mohallah Andar Kot, P.O. Khas Vehova Shumali, Tehsil Taunsa, District Dera Ghazi Khan. (0333-6208094).
4. Mr. Muhammad Ameen S/o Ghulam Rasool, Koth Mubarak, P.O. Mouza Chattri, Tehsil Taunsa, District Dera Ghazi Khan (0333-9982677).
5. Mr. Muhammad Moosa S/o Abdul Rasheed, R/o Koth Mubarak, Vehova, Tehsil Taunsa, District Dera Ghazi Khan.
6. Mr. Kalimullah Hashmi S/o Hashmatullah, Mohallah Andarkot, P.O. Vehova Shumali, Tehsil Taunsa, District Dera Ghazi Khan.
7. Mr. Ghulam Mustafa Advocate, Bolan Composing Shop No. 8-E, District Judicial Complex, G-11/4, Islamabad (0337-7135050).



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

**Complaint No. MEPCO-NHQ-47764-12-24
Complaint No. MEPCO-NHQ-47770-12-24
Complaint No. MEPCO-NHQ-47970-12-24
Complaint No. MEPCO-NHQ-48205-12-24**

Mr. Mustansar Billah Hashmi and Others
Mohallah Andar Kot, P.O. Khas Vehova Shumali,
Tehsil Taunsa, District Dera Ghazi Khan.
Contact: 0333-6208094

..... **Complainant(s)**

VERSUS

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

..... **Respondent**

Date of Hearing: January 16, 2025

On behalf of

Complainant: Mr. Khalid Sardar

Respondent:

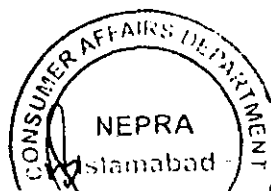
Mr. Rashid and Rehman, XEN (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINTS FILED BY (1) MR. MUSTANSAR BILLAH HASHMI S/O QAZI HASHMATULLAH HASHMI, (2) MR. MUHAMMAD AMEEN S/O GHULAM RASOOL, (3) MR. MUHAMMAD MOOSA S/O ABDUL RASHEED, (4) MR. KALEEMULLAH HASHMI S/O HASHMATULLAH, AGAINST MEPCO REGARDING CHARGING OF DEFERRED AMOUNT (A/C# 29 15263 0039800, 29 15263 0014900, 29 15263 0040301 & 29 15263 0029800).

DECISION

This decision shall dispose of the complaints (of similar issue) filed by (1) Mr. Mustansar Billah Hashmi S/o Qazi Hashmatullah Hashmi, (2) Mr. Muhammad Ameen S/o Ghulam Rasool, (3) Mr. Muhammad Moosa S/o Abdul Rasheed, (4) Mr. Kaleemullah Hashmi S/o Hashmatullah (hereinafter referred to as the "Complainants") 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").

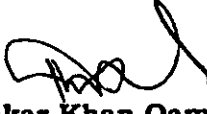
2. Brief facts of the case are that the Complainants are consumers of MEPCO having tube well connections. The Complainants in their respective complaints submitted that MEPCO has started charging of deferred amount which was deferred during the year 2015.

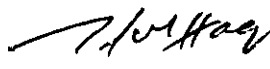



During the hearing, it was observed that during the period between the year 2012 to 2015 formers (Kisan Ittihad) stopped making payments (even current bills) to MEPCO due to some disputes. According to an agreement made between the Government and the Formers (Kissan Ittihad) the billed amount accumulated upto the month of June, 2015 was kept deferred till further orders.

3. Now, in the light of directions of Ministry of Energy (Power Division), MEPCO issued directions vide letter dated January 29, 2024 for recovery of the said deferred amount from consumers in installments alongwith the current bills w.e.f. February, 2024. During the hearing it was observed that connections of the Complainants have been disconnected by MEPCO upon non-payment. The Complainants apprised that they are willing to pay the arrears (deferred amount) but showed inability for payment of installment amount and requested that installment amount be reduced alongwith adjustment of LPS imposed over the outstanding amounts.

4. Foregoing in view, the Complainants are willing to pay the arrears, therefore, MEPCO is directed to review the installment amount being recovered from the consumers on account of payment of the deferred amount as deemed appropriate. Further proceedings in the matter are being closed in 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, February 25, 2025

