



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**

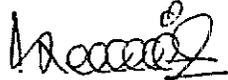
TCD.06/ 5385 -2025
December 05, 2025

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. MEWA KHAN S/O KHUDA BAKHSH, THROUGH COUNSEL MR. GHULAM MUSTAFA BALOCH ADVOCATE HIGH COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO OFFICIALS REGARDING DETECTION BILL (A/C# 04 15223 0699640).**

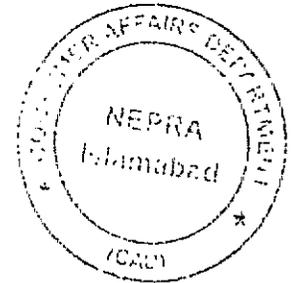
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated December 05, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy: -

1. C.E/ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/ XEN (Op.), D.G Khan Division,
Multan Electric Power Company (MEPCO),
Jail Road, WAPDA,
District D.G Khan.
3. Mr. Mewa Khan S/o Khuda Bakhsh,
Through Mr. Ghulam Mustafa Baloch Advocate High Court,
Bolan Composing, 8-E, District Judicial Complex,
G-11/4, Islamabad.
0333-2426766





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-49103-01-25

Mr. Mewa Khan S/o Khuda Bakhsh,
Through Mr. Ghulam Mustafa Advocate,
Bolan Composing, 8-E, District Judicial Complex,
G-11/4, Islamabad.
0333-2426766.

..... Complainant

VS.

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

..... Respondent

Hearing(s): May 14, 2025
November 18, 2025

On Behalf of:
Complainant: Mr. Ghulam Mustafa

Respondent: Mr. Aziz Rahman, Addl. SE (Operation)
Mr. Nasir Hamid, SDO (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MEWA KHAN S/O KHUDA BAKHSH, THROUGH COUNSEL MR. GHULAM MUSTAFA BALOCH ADVOCATE HIGH COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO OFFICIALS REGARDING DETECTION BILL (A/C# 04 15223 0699640).

DECISION

This decision shall dispose of the complaint filed by Mr. Mewa Khan S/o Khuda Bakhsh (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. Brief facts of the case are that the Complainant stated that MEPCO issued a detection bill amounting to Rs. 33,592/- in December 2024 on allegations of electricity theft, which he contends is unjustified. The matter was taken up with MEPCO, and multiple hearings were conducted at NEPRA Head Office, Islamabad, which were attended by both the parties (MEPCO and the Complainant). During the hearing, MEPCO alleged that the Complainant was involved in electricity theft through direct supply, which, according to MEPCO, justified issuance of the detection bill. However, MEPCO failed to provide any cogent or verifiable evidence supporting the allegation. A site inspection was also carried out on September 13, 2025, wherein no signs of theft were observed.

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

- i. The Complainant was issued a detection bill for Rs. 33,592/- in December 2024 on the basis of alleged electricity theft. The Complainant denied the allegation.
- ii. MEPCO failed to provide any substantive or documentary evidence to establish the Complainant's involvement in theft of electricity. No connected load irregularity, unauthorised abstraction, or tampering was proven during the proceedings.
- iii. The site inspection dated September 19, 2025 also did not indicate any evidence of theft or illegal abstraction of electricity. The consumption pattern of the consumer for the period January 2021 to January 2025 shows consistent consumption, which is incompatible with MEPCO's assertion of electricity theft.
- iv. The Consumer Service Manual (CSM) requires the distribution company to provide evidence of theft, photos and/or videos however, MEPCO failed to submit any concrete evidence in support of direct theft of electricity by the Complainant. Therefore, issuance of the impugned detection bill is not justified and is contrary to the procedural requirements laid down in the CSM.

4. Foregoing in view, MEPCO is hereby directed to withdraw the detection bill amounting to Rs. 33,592/- issued to the Complainant in December 2024 and to remove any Late Payment Surcharge imposed in relation to the said bill. Revised bill be issued to the Complainant within thirty (30) days. The complaint is disposed of in above terms.



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



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



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

Islamabad, December 05, 2025

