



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**

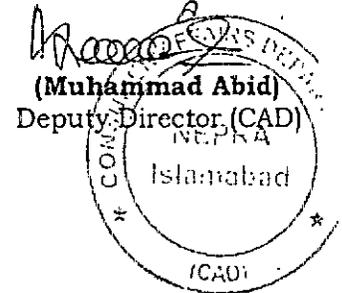
TCD.06/443 -2026
January 27, 2026

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 NASIR S/O MUHAMMAD SIDDIQUE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING SHIFTING OF WIRES**
- MEPCO-NHQ-11310-03-22

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated January 27, 2026, regarding the subject matter for necessary action and compliance.

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.), Karor Pacca Division,
MEPCO, Karor Pacca, District Lodhran.
3. Mr. Muhammad Nasir S/o Muhammad Siddique,
Basti Mouza Mari Bhago Khan, Tehsil Karor Pacca,
District Lodhran.
0308-5113384
4. Malik Naseer Ahmed S/o Malik Ashiq Muhammad,
Basti Noor Wala, Mouza Mari Bhago Khan,
Tehsil Karor Pacca, District Lodhran.



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

Complaint No. MEPCO-NHO-11310-03-22

Muhammad Nasir S/o Muhammad Siddique Complainant
Basti Mouza Mari Bhago Khan,
Tehsil Karor Pacca, District Lodhran.
0308-5113384

VERSUS

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

Date of Hearings: February 15, 2023
June 16, 2023
July 26, 2023
July 15, 2024

On Behalf of:

Complainant: Muhammad Nasir

Respondent: Engr. Ahmed Ali, SDO (Operation), MEPCO
Syed Ali Roshan, Legal Counsel, MEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NASIR S/O MUHAMMAD SIDDIQUE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING SHIFTING OF WIRES

DECISION

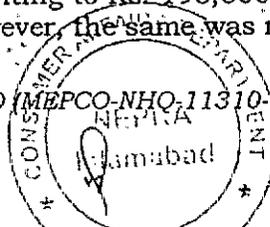
This decision shall dispose of the complaint filed by Mr. Muhammad Nasir S/o Muhammad Siddique, Basti Mouza Mari Bhago Khan, Tehsil Karor Pacca, District Lodhran (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "Respondent" or "MEPCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mr. Muhammad Nasir S/o Muhammad Siddique, wherein the issue agitated by the Complainant was that MEPCO provided a tube well connection to his neighbour and passed an 11kV line over his house in his absence during April 2021 which is illegal and is dangerous for the safety of his family. The Complainant requested for relocation of lines by MEPCO at its own expenses.

3. The subject matter was taken up with MEPCO. In response, MEPCO reported that the site was visited and found a tube well connection in the name of Malik Naseer Ahmad, having account No. 29-15465-1058004/50. The relevant record was consulted and found that application for new tube well connection was submitted on December 20, 2018 and after legal survey, new connection was energized on August 19, 2019 as per SOP, but at the time of installation of connection; no objection was raised by any person. However, during the installation of material, only a single room was there for looking after fields/crops and wires were stranded away from that room. Neither a house nor a wall was present at that time under the lines. The owner of the said tube well was contacted and he denied for shifting. Thereafter, a demand notice amounting to Rs. 195,500/- was raised in the name of Complainant for shifting of HT Poles; however, the same was not paid.

CRC Decision - Mr. Muhammad Nasir VS. MEPCO (MEPCO-NHO-11310-03-22)

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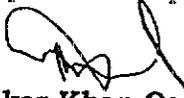
4. In order to finalize the matter, multiple hearings were conducted at NEPRA Head Office, Islamabad & NEPRA Regional Office, Multan which was attended by both parties (i.e., MEPCO and the Complainant). During the hearing, the issue was discussed in detail wherein the Complainant showed his disagreement for payment of demand notice. The owner of tube well connection named Malik Naseer Ahmed was also called for hearing, however, he did not attend the hearing. It was further observed during the hearings that no documentary evidence was provided by MEPCO to show that consent of the Complainant was ever obtained prior to routing the 11kV line over his premises.

5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant contended that MEPCO routed the 11kV line directly over his house/property without his consent and in his absence. He asserted that the presence of high-tension conductors over his premises exposes his family to significant safety risks and requested that the same be relocated.
- (ii) MEPCO installed a tube well connection in the name of Malik Naseer Ahmed on August 19, 2019 and passed the 11kV line over the property of the Complainant without his consent/NOC. Clause 14.5 of Consumer Service Manual (CSM) provides that right of way is responsibility of the applicant. The consumer should have provided right of way from the owner of the premises. In this case due to non-availability of the Complainant at the time of installation of connection; MEPCO passed the 11kV line over the courtyard of the Complainant without his consent; which is a clear safety concern.
- (iii) Clause 3.1.4 of the Consumer Service Manual (CSM) provides that "DISCO cannot construct any distribution facility over any house/building etc. without consent of the owner/consumer. If the DISCO constructs distribution facility over any house/building etc. without the consent of the owner/consumer, the DISCO shall relocate the facility at its own cost, on request of the owner/consumer". In this case; HT line has been passed over the property/courtyard of the Complainant by MEPCO in consultation with the consumer of the tube well connection without involving the owner of the property over which the line was passed, which may cause hazardous situation for the Complainant and his family. The beneficiary of 11kV line is consumer of the said tube well connection. He was provided an opportunity of hearing, however he did not attend the same. According to MEPCO, a demand notice has also been issued to the Complainant; however, the same has not been paid. The issuance of the demand notice to the Complainant is illegal and unjustified, as MEPCO passed 11kV line over the Complainant's premises without his consent.

6. Foregoing in view, MEPCO is directed to relocate the HT line from the Complainant's premises/house within thirty (30) days at its own cost. Provision of the right of way shall be the responsibility of the owner of the tube well connection having account No. 29-15465-1058004.

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


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

Islamabad, January 27, 2026

