



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**

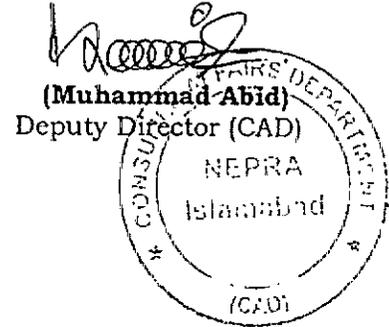
TCD.06/ 1/1/26 -2026
January 27, 2026

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. FAHEEM IQBAL S/O GHULAM AKBAR THROUGH COUNSEL MR. RASHID MEHMOOD SHEIKH ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DETECTION BILL (A/C No. 27 15422 0228302).**
MEPCO-NHQ-35343-03-24

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.), Lodhran Division,
Multan Electric Power Company (MEPCO),
MEPCO Complex, Lodhran.
3. Mr. Rashid Mehmood Sheikh Advocate High Court,
27-Basheer Khan Block, District Courts, Multan.
0301-3634653
4. Mr. Faheem Iqbal S/o Ghulam Akbar,
Everest Pakistan (Pvt.) Ltd.,
Plot No. 23-A, Industrial Estate, Multan.
0302-7772710



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

Complaint No. MEPCO-NHQ-35343-03-24

Mr. Faheem Iqbal
Mohsin Agro, 8-kM
Highway Road, District Lodhran.

..... **Petitioner/Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: Mach 27, 2024
May 29, 2024
August 06, 2024
September 19, 2024
December 11, 2024
April 09, 2025 &
November 18, 2025

On behalf of Complainant: Mr. Faheem Iqbal

Respondent: 1) Mr. Qamar Zaman XEN (Operation), MEPCO
2) Mr. Muddasir Zaheer SDO (Operation), MEPCO
3) Mr. M. Munir Akhtar, SDO, MEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAHEEM IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DETECTION BILL (A/C# 27 15422 0228302).**

DECISION

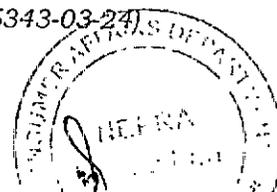
In pursuance to order of honorable Lahore High Court, Bahawalpur Bench dated March 13, 2024 in writ petition No. 1703/2024, this decision shall dispose of the complaint filed by Mr. Faheem Iqbal (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred 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 matter are that Mr. Faheem Iqbal (the "Petitioner" or "Complainant") filed a Writ Petition No. 1703/2024 in Lahore High Court, Bahawalpur Bench whereby the court directed to decide the case in accordance with law. The Complainant submitted that he was charged provisional detection bill amounting to Rs. 92,28,000/- by MEPCO during February, 2024, which was later revised to Rs. 49,46,643/-. The petitioner contested the same and premised his arguments on minimal load connected at the premises along with suspicious act carried out by the concerned MEPCO official pertaining to restoration of his connection during November, 2023 through installation of a new cable, earlier happened to be disconnected due to the theft of already installed cable.

3. In order to proceed further, a hearing was held at NEPRA Head office, Islamabad on March 27, 2024 which was followed up with multiple No. of hearings to inquire the matter in detail in due presence of both the parties. MEPCO through its verbal and written arguments apprised that the Complainant was charged detection bill of 81862 units based on running

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CRC Decision: Mr. Faheem Iqbal vs MEPCO (MEPCO-NHQ-35343-03-24)

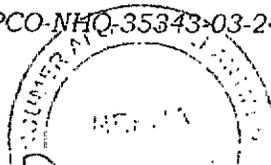


load on account of direct theft from transformer bushes during February, 2024 along with registration of FIR against the Complainant. MEPCO added that the disciplinary proceedings have already been initiated against the MEPCO official on suspicious grounds of involvement in the instant matter. Another hearing in the matter was held on April 09, 2025 at NEPRA Head Office Islamabad, which was attended by both the parties. During the hearing, MEPCO was directed to conduct a fresh site inspection in the presence of the Complainant or his representative and submit report accordingly. In response, MEPCO informed that the complainant did not allow them to carry out the site inspection. A final hearing in the matter was conducted on November 18, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties wherein the issue was deliberated at length.

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

- (i) The Complainant's Industrial electricity connection having sanctioned load of 447 kW installed against reference number 27-15422-0228302 located at 8-kM Highway Road, District Lodhran was charged a detection bill amounting to Rs. 48,79,071/- during March, 2024 on the allegation of direct theft of electricity through transformer bushes. The dispute raised by the Complainant was that detection bill has been charged by MEPCO inconsiderate of the existing load profile while ignoring mala fide act of concerned MEPCO official during replacement of stolen cable and pleaded the innocence.
- (ii) Perusal of the documentary evidence reveals that the Complainant was charged detection bill of 81862 units during the month of March, 2024 for the period from November 07, 2023 to February 24, 2024 on the basis of running load 63.29 kW. MEPCO conducted site inspection on February 24, 2024. The evidence placed on record by MEPCO shows that the supply was connected directly. The Complainant showed ignorance of the same and alleged that MEPCO officials thereafter reconnected the cable after theft of the cable, and that he is not involved in theft of the cable.
- (iii) Even considering the contention of Complainant regarding plausible ignorance from the event of electricity theft at his premises and involvement of any MEPCO official in the committed theft, does not absolve the Complainant from his due responsibility for scrutiny of his consumption pattern and watch & ward of the installed connection along with the awareness of surrounding of his premises. Moreover, no such evidence was placed on record that MEPCO officials connected the supply directly. Hence, above argument floated by the Complainant is void of any justification which cannot amend or withdraw the factual act of electricity theft through the cable installed intentionally or unintentionally. The consumption history record is as under:

Sr. No.	Month/Year	2021	2022	2023	2024
1	January	684	11582	7612	SS 0
2	February	748	5706	5138	N/A
3	March	1056	1526	3448	N/A
4	April	14722	1830	2412	N/A
5	May	32780	2306	3680	N/A
6	June	54538	0	1522	N/A
7	July	56032	3566	3086	N/A
8	August	36330	1494	3448	N/A
9	September	1022	2390	2420	N/A
10	October	1184	1268	1510	N/A
11	November	2748	3940	108	N/A
12	December	12756	5204	SS 0	N/A



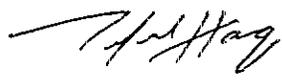
The Complainant failed to maintain a healthy electricity consumption during the detection period in comparison with previous consumption history. However, the analysis of billing statement also reflects sudden consumption dip during year 2022 in comparison with year 2021. In this regard, the Complainant placed documentary evidence showing that occupancy of the impugned premises was assumed by the Complainant during November, 2021 through a tenancy agreement along with probable change of nature of industry leading to recorded reduction of the connected/running load.

- (iv) The Complainant also agitated that meter readers takes meter readings monthly and if there was any discrepancy, MEPCO officials should have pointed out timely. The record shows that an AMR (Automatic Meter Reading) is installed at the premises, whereby meter readings are fetched without a physical site visit; therefore, during the reading schedule, the premises was not visited.
- (v) Incident of cable theft was occurred in November, 2023, however, during the site visit in February, 2024 direct supply was observed for which sufficient evidences were provided by MEPCO. During the above period, the consumption of the Complainant was also dropped. Scrutiny of documents revealed that the detection bill charged to the Complainant on account of illegal abstraction electricity is inconsistent with Clause-9.2.3 of Consumer Service Manual (CSM) which provides that in such cases, detection bill is to be charged in an order of priority i.e., previous consumption history, future consumption and finally on the load basis etc.; which has not been followed by MEPCO instead the Complainant was charged detection bill on the basis of connected (running) load i.e. 63.29 kW whereas sanctioned load of the connection is 447.6 kW.
- (vi) Further, Clause-9.2.3(C)(ii) of CSM provides that detection bill for maximum period of six (06) billing cycles is to be charged from registered consumers other than domestic category. The Complainant occupied the premises w.e.f. October, 2021 and highest healthy consumption was recorded during the month of December, 2021 which is 12756 units. Therefore, the Complainant should have been charged detection bill on the basis of healthy consumption observed during the month of December, 2021.

5. Foregoing in view, MEPCO is directed to withdraw the previously charged detection bill and the Complainant be charged another detection bill i.e. 12,756 units per month for the disputed period i.e. November 07, 2023 to February 24, 2024 and payments already made by the Complainant against the detection bill be adjusted accordingly. The complaint is disposed of in above terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (Consumers Affairs)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (Consumers Affairs)

Islamabad, January 27, 2026

