



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/ 15 -2025
December 30, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AFZAL S/O BARKAT ALI THROUGH COUNSEL MR. ZEESHAN MUNIR PARACHA ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL (A/C# 27 15311 0079800). MEPCO-NHQ-31865-12-23

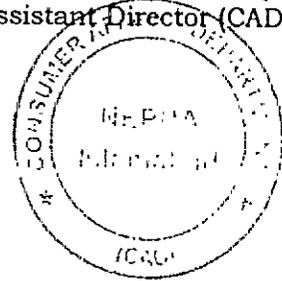
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 30, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

Copy: -

1. C.E/ Customer Services Director,
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Executive Engineer/ XEN (Op.), Vehari Division,
MEPCO Complex, Tehsil & District Vehari.
3. Mr. Zeeshan Munir Paracha Advocate High Court,
House No. 19, Street No. 59, F-8/4,
Islamabad.
03335716003
4. Mr. Muhammad Afzal S/o Barkat Ali,
House No. 25, Block-C, Vehari.


(Muhammad Abid)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-NHQ-31865-12-23

Mr. Muhammad Afzal S/o Barkat Ali,
House No. 25, Block-C, Vehari.

..... Complainant

VS.

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

..... Respondent

Hearing(s): February 12, 2025
February 25, 2025
March 13, 2025
June 03, 2025
July 22, 2025

On Behalf of:
Complainant:

Mr. Bilal Afzal
Zeeshan Munir Paracha (Advocate)
Muhammad Munir Paracha (Advocate)

Respondent:

Syed Hassan Bilal, DCM (Vehari)
Rana Muhammad Saleem, DD (Vehari)
Mr. Ammar Ali Raza, XEN (Operation)
Mr. Aamir Aziz Qazi, Legal Advisor
Mr. Umar Farooq, SDO (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AFZAL S/O BARKAT ALI THROUGH COUNSEL MR. ZEESHAN MUNIR PARACHA ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL (A/C# 27 15311 0079800)

Decision

This decision shall dispose of the complaint filed by Mr. Muhammad Afzal S/o Barkat Ali (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 in his complaint submitted that MEPCO alleged electricity theft through direct supply and consequently issued a detection bill amounting to Rs. 33.3 million. It was further stated that during the course of litigation, the Complainant deposited an amount of Rs. 17.5 million under interim orders of the Lahore High Court for restoration of supply. The Complainant requested that the impugned



detection bill be declared illegal as the allegation of theft has not been proved by MEPCO, and the amount of Rs. 17.5 million already paid be adjusted accordingly.

3. The matter was taken up with MEPCO whereby MEPCO submitted that the Complainant was caught stealing electricity in bulk through a direct connection during an inspection on March 26, 2019. Accordingly, an FIR (No. 161/19) was registered against the Complainant at concerned Police Station. Therefore, a detection bill amounting to Rs. 33.30 Million was issued to the Complainant for a period of 42-Months (March 2013 to September 2018 i.e. seven months of each year). The complainant challenged the bill in Lahore High Court, Lahore whereby the court order for an interim relief against partial payments of Rs. 15-Million and Rs. 2.5-Million. MEPCO further submitted that after reviewing the case, the bill was revised for amounting to Rs. 26.77 Million on the basis of actual meter consumption during period of healthy consumption i.e. May, 2019 to September 2019:

4. In order to proceed further, hearings were conducted at NEPRA Head Office, Islamabad, which were attended by both the parties wherein the issue was discussed in detail. The case has been examined in detail in the light of arguments advanced by the parties, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant having an electricity connection installed against reference No. 27153110079800 with sanctioned load of 119-kW (B2 Industrial, Ice factory); was charged a detection bill amounting to Rs. 33,301,226/- by MEPCO on account of alleged theft of electricity through direct supply, however, after adjustment in lieu of actual meter consumption during the period of healthy consumption i.e. May, 2019 to September 2019; the impugned bill was revised to Rs. 26.77 Million. The Complainant disputed the bill on grounds that the allegation of theft was false, mala fide, and without evidence. The Complainant further contended that he had regularly paid his electricity bills and was acquitted in the criminal proceedings, by the Complainant, therefore, no liability could be imposed upon him.
- (ii) Perusal of the record reveals that MEPCO's inspection team on March 26, 2019 reported direct theft of electricity from incoming cable hiding the joint in the building concrete and roof, following which an FIR was lodged and detection bill units were charged. The detection bill was subsequently revised by MEPCO on the basis of actual meter consumption during the period of May 2019 to September 2019, thereby reducing the total liability to Rs. 26.77 Million.
- (iii) The Complainant's contention rests on acquittal from criminal charges and the absence of clear evidence regarding the period, units, or quantum of theft. However, MEPCO maintains that the detection bill was correctly charged in accordance with the provisions of the Consumer Service Manual (CSM) and a subsequent revision was made to give maximum relief to the consumer.
- (iv) Clause-6.1.4 of Consumer Service Manual (CSM) provides that the meter readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies which was also got delayed by MEPCO ensuing the charging of detection bill. Moreover, clause 6.2 of the Consumer



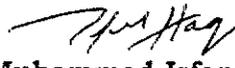
Service Manual (CSM) envisages the procedure of percentage checking to ensure accuracy of meter reading as per which Meter Reading Section Supervisor (MRSS) is responsible to ensure feeding of the correct readings for issuance of electricity bills which was also ignored by MEPCO in the instant matter.

- (v) As per Clause 9.1.3(b) of the NEPRA Consumer Service Manual (CSM) in case of a registered consumer found involved in direct theft of electricity, DISCO is permitted to charge a detection bill for a maximum period of six (06) months, in the order of priority i.e. previous consumption history, future consumption and connected load, etc., however, MEPCO charged the bill against the Complainant on account of direct theft for an extended period of 42-Months (March 2013 to September 2018 i.e. seven months of each year) whereas the recoverable liability must be determined strictly within the ceiling of six (06) months as per the above mentioned Clause of CSM.

5. Foregoing in view, MEPCO is directed to revise the detection bill charged against the Complainant for a period of six (06) months prior to date of charging instead of forty two (42) months. Revised bill be issued to Complainant after adjustment of already paid amount 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 30, 2025

