



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Regional Office Multan

20-22-Third Floor, Bomanji Square,

84/2, Nusrat Road, Cantt., Multan.

Phone:061-4545233

**Consumer Affairs
Department**

TCD.06/2316 -2026
September 01, 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. RIZWAN SALEEM S/O MUHAMMAD SALEEM SAJID, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL (A/C# 16 15736 0482401, 16 15736 0482201) MEPCO-MUL-62717-10-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 01, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above


(Raheel Azhar)
Additional Director (CAD)

Copy: -

1. C.E/ Customer Services Director,
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Director,
Consumer Affairs Department,
NEPRA Tower, Attaturk Avenue (East),
Sector G-5/1, Islamabad.
3. Executive Engineer/ XEN (Op.),
Layyah Division (MEPCO),
Multan Electric Power Company,
Layyah.
0606-920296
4. Mr. Rizwan Saleem S/o Muhammad Saleem Sajid,
Ward No. 2, Mohalla Awan Colony, Chowk Azam,
District Layyah.
0333-0640181



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-MUL-62717-10-25

Mr. Rizwan Saleem S/o Muhammad Saleem
Ward No 2 Mohalla Awan Colony,
Chowk Azam, District Layyah.
0333-0640181.

..... Complainant

VS.

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

..... Respondent

Hearing(s): November 21, 2025

Respondent: Mr. Muhammad Zafran, SDO (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RIZWAN SALEEM S/O SALEEM WAJID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, REGARDING DETECTION BILL (A/C# 16 15736 0482401 U).

DECISION

This decision shall dispose of the complaint filed by Mr. Rizwan Saleem S/o Saleem Wajid (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 NEPRA received a complaint wherein the dispute agitated by the Complainant was that MEPCO has charged detection bill in October 2025 for 706 units and requested NEPRA to intervene in the matter and direct MEPCO to cancel the unjustified bill. The matter was taken up with MEPCO for submission of para wise comments/report and a hearing was also conducted at NEPRA Regional office Multan November 21, 2025. The hearing was attended by both parties. During the hearing, the representative of MEPCO submitted that the Complainant was involved in theft, deliberately making the energy meter tilt and found dead stop. Further MEPCO stated that the consumer shifted the load of his connection bearing Ref No: 16 15736 0482201 to the alleged meter to getting full benefit of the tilted meter. A notice dated September 25, 2025 was issued to the Complainant and a FIR dated October 10, 2025 was also lodged against him. However, MEPCO failed to provide any cogent or verifiable evidence supporting the allegation that energy meter was tilted intentionally.

3. 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 706 units for the period August 2025 to September 2025 at 20% load factor on connected load of 3.0kW in October 2025 on the basis of alleged electricity theft. The Complainant denied the allegation.
- ii. The meter was checked on September 24, 2025 and reading was found held/stopped and open average for 170 units were charged in August 2025. Defective code was not placed and 0 units were charged in September 2025 on a dead stop meter, whereas the running load at site was 6.82Amperes.
- iii. Consumer Service Manual (CSM) provides that Detection Bill for Registered Consumers be charged on the basis of previous consumption/ Billing History.

4. Foregoing in view, MEPCO is hereby directed to withdraw the detection bill for 706 units charged to the Complainant being unjustified. Moreover, the bills for the month of August and September 2025 be revised on healthy consumption of same month last year. The report is to be submitted within 20 days. The complaint is disposed of in above terms.

(Raheel Azhar)

Member, Complaints Resolution Committee/
Additional Director (CAD)

(Abid Hussain)

Member, Complaints Resolution Committee/
Advisor (CAD)

Multan, September 01, 2026

