



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/ 2317 -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. MUHAMMAD IMRAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, REGARDING DETECTION BILL
(A/C# 29 15535 0074101)
MEPCO-MUL-66241-12-25

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.),
Arifwala Division (MEPCO),
Near Railway Phatak, Tehsil Road,
Arif Wala, District Pakpattan.
0457-920014
4. Mr. Muhammad Imran,
House No 191, Gulshan e Iqbal Town, Arifwala,
District, Pakpattan.
0321-4268060



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

Complaint No. MEPCO-MUL-66241-12-25

Mr. Muhammad Imran S/o Abdul Hameed,
Through Mr. Muhammad Arfan S/O Abdul Hameed
House No 191, Gulshan e Iqbal, Arifwala
District, Pakpattan.
0321-4268060

..... Complainant

VS.

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

..... Respondent

Hearing(s): February 09, 2026, April 22, 2026

On Behalf of:
Complainant: Mr. Muhammad Arfan

Respondent: XEN (Operations) Arifwala Division
SDO (Operations) Ahmad Yar Sub Division

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IMRAN S/O ABDUL HAMEED, THROUGH MR. MUHAMMAD ARFAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, REGARDING DETECTION BILL (A/C# 29 15535 0074101)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Imran S/o Abdul Hameed (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 charged wrong 2000 units in October 2025 which were not as per meter reading picture on the bill. The meter started running without load. He lodged complaint with MEPCO but the issue was not resolved. unjustifiably and enhanced the multiplying factor. The detection bill are without any basis and need to be withdrawn along with late payment surcharge. The matter was taken up with MEPCO, and multiple hearings were conducted, which were attended by both the parties (MEPCO and the Complainant). During the hearing, MEPCO informed that Off Peak reading for the month of October 2025 was mistakenly charged as

130908kWH to the Complainant instead of 132908kWH. In November 2025, the billing was made on the basis of actual meter reading snap at site. The connection of the Complainant was checked by M& T Department representative on November 06, 2025 and reported that meter of the Complainant found 33% slow as blue phase found dead stop. Multiplying factor enhanced as per slowness as per Consumer Service Manual clause 4.3.3(i) during the billing month November 2025 for future billing. Moreover, 1102 detection units as slowness for the period September 2025 to October 2025 (02 months) were charged in the light of Consumer Service Manual clause 4.3.3(ii).

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 lodged online complaint at CCMS regarding meter running without load on October 29, 2025. The meter reading SNAP was taken on November 02, 2025. The Complainant was charged wrong Off Peak reading for the billing month of October 2025 as 130908kWH instead of 132908kWH not in accordance with the meter reading SNAP on the bill. The connection of the Complainant was checked by M& T Department representative on November 06, 2025 and found meter of the Complainant found 33% slow due to blue phase dead stop.
- ii. In November 2025, the billing was made on the basis of actual meter reading snap at site. MEPCO issued a detection bill for 1102 units for the period September 2025 to October 2025 as slowness and enhanced M.F as 1.49 to the meter/ connection of the Complainant.
- iii. Analysis after the billing history which shows that on enhancement of multiplying factor, consumption pattern is almost similar when compared with previous years consumption:

	2023			2024			2025		
Month	Off Peak	Peak	Total	Peak	Off Peak	Total	Off Peak	Peak	Total
Jan	1798	194	1992	3285	93	3378	2574	121	2695
Feb	2159	450	2609	133	240	373	1487	158	1645
March	1846	303	2149	3056	97	3153	2942	234	3176
April	3577	288	3865	2193	164	2357	2692	131	2823
May	1071	159	1230	2437	235	2672	2656	106	2762
June	3340	578	3918	1596	336	1932	0	29	29
July	2781	307	3088	1658	31	1689	426	17	443
Aug	5021	686	5707	0	0	0	3375	187	3562
Sep	1967	182	2149	2038	26	2064	1652	191	1843
Oct	2016	216	2232	2844	107	2951	192	205	397
Nov	2210	265	2475	1873	100	1973	4784	162	4946
Dec	2506	287	2793	1697	217	1914	1742	179	1921
	Total		34207	Total		24456	Total		26242

- iv. The Consumer Service Manual (CSM) provides that if the impugned metering installation should prove to be incorrect during the checking and in case slowness is established, MEPCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles.

4. Foregoing in view, in light of relevant provisions of the Consumer Service Manual and considering the available record MEPCO is hereby directed to:

- i. Correct the bill as per actual meter reading for the month of October 2025 and November 2025.
- ii. Charge slowness prior to two (02) months of the checking by M&T department.
- iii. Enhance multiplying factor till replacement of meter.

5. 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



