



**Consumer Affairs
Department**

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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3125
TCD.06/ -2026
August 24, 2026

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

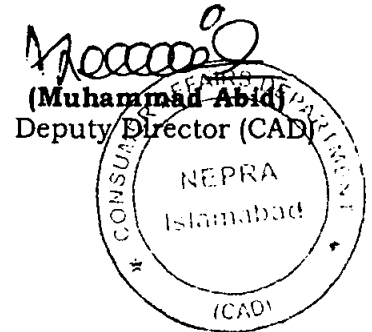
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY ORDER OF HONORABLE LAHORE HIGH COURT, MULTAN BENCH, MULTAN DATED OCTOBER 21, 2025 PASSED IN WRIT PETITION NO. 10352 of 2025 TITLED AS M/S MEGA STEEL MILLS (Pvt.) LTD VS. VS FOP ETC. AGAINST MEPCO REGARDING RESTORATION OF ELECTRICITY SUPPLY AND FIXED CHARGES (REF # 30 15195 19590005)

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee (CRC), dated August 24, 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 Complex, WAPDA Colony,
Khanewal Road, Multan.
2. Director (Commercial),
Multan Electric Power Company (MEPCO),
MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.
3. Mr. Raheel Azhar, Additional Director,
NEPRA Regional Office, Office No. 20-22,
3rd Floor, Bomanji Square, 84/2, Nusrat Road,
Cantt. Multan.
4. Mr. M/s Mega Steel Mills through its Chief Executive Officer,
Mr. Shahid Nadeem S/o Abdul Rasheed,
14-KM Lahore Road, Behind Buxwala, Multan.





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

Complaint No. MEPCO-NHQ-68850-02-26

M/s Mega Steel Mills,

Through Mr. Shahid Nadeem, Chief Executive Officer
14-KM Lahore Road, Behind Buxwala, Multan.

.....Complainant

VS

Multan Electric Power Company (MEPCO),

MEPCO Complex, WAPDA Colony,
Khanewal Road, Multan.

..... Respondent

Hearing(s): February 19, 2026
June 17, 2026

Complainant: Mr. Muhammad Osama

On Behalf of MEPCO: Mr. Javed Masood, CSD MEPCO

Subject: ORDER OF HONORABLE LAHORE HIGH COURT, MULTAN BENCH, MULTAN DATED OCTOBER 21, 2025 PASSED IN WRIT PETITION NO. 10352 of 2025 TITLED AS M/S MEGA STEEL MILLS (Pvt.) LTD VS. VS FOP ETC. AGAINST MEPCO REGARDING RESTORATION OF ELECTRICITY SUPPLY AND FIXED CHARGES (REF # 30 15195 19590005)

DECISION

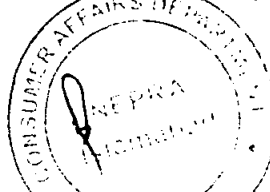
In pursuance to the Order of Honorable Lahore High Court, Lahore in Writ Petition No. 10352/2025, this decision shall dispose of the complaint filed by M/s Mega Steel Mills (Pvt) Ltd. through Syed Riaz Ul Hassan Gilani, Advocate (hereinafter referred to as the "Complainant" or "petitioner") against Multan 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 case are that the Complainant in his complaint submitted that his industrial unit remained non-operational and, therefore, temporary disconnection was applied to MEPCO. It was contended that despite approaching MEPCO for the said purpose and despite various communications exchanged between the parties, MEPCO failed to provide the requested relief i.e. temporary disconnection. The Complainant further alleged that MEPCO continued charging fixed charges and did not restore the electricity connection despite facts that the Complainant was willing to settle the outstanding dues. Therefore, the Complainant approached Lahore High Court, Lahore sought directions for restoration of supply and withdrawal/adjustment of the disputed charges. The court vide order dated October 21, 2025 directed NEPRA to treat the petition as complaint and decide the matter strictly in accordance with law after hearing both the parties.

3. The matter was taken up with MEPCO whereby MEPCO vide report dated March 19, 2026 submitted that the subject connection was energized on April 05, 2012. The Complainant defaulted in payment of electricity bills from September, 2017 to November 2017, resulting in disconnection of the connection on December 27, 2017. At the time of disconnection, an amount of Rs.15,76,99,287/- was outstanding against the connection.

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CRC Decision: M/s Mega Steel Mills vs MEPCO (MEPCO-NHQ-68850-02-26)



MEPCO stated that the security deposit amounting to Rs.1,46,02,000/- was adjusted against the outstanding arrears in January, 2018. It was further submitted that the Complainant subsequently applied for restoration of the connection in February, 2021 and requested deferment of certain taxes amounting to Rs.4,16,60,304/-. MEPCO approved restoration subject to payment of arrears amounting to Rs.75,000,000/- through twenty-five (25) equal monthly installments @ Rs. 3,000,000/- per month along with current electricity bills, however, tax amount of Rs. 41,660,304/- was kept deferred. After payment of the prescribed charges, security deposit and completion of codal formalities, the electricity connection was restored on April 13, 2022. MEPCO further submitted that the Complainant failed to adhere to the approved installment schedule and started making partial payments w.e.f. December, 2022 onward, resulting in accumulation of arrears. With regard to the request for temporary disconnection, MEPCO apprised that the facility could not be extended because the Complainant was a defaulter and was already availing an installment payment arrangement. Accordingly, the request was regretted vide letter dated September 07, 2023 and due to continued default, the connection was permanently disconnected on February 27, 2023. As of January 2026, an amount of Rs.49,429,697/- was outstanding against the connection even after adjustment of security deposits and payments made by the Complainant.

4. In order to proceed further, online hearings were held which were attended by both the parties wherein the case was discussed in detail. The case has been examined in the light of arguments advanced by the parties, documents placed on record and applicable. The following has been observed:

- (i) The principal grievance of the Complainant raised in the complaint is that MEPCO did not allow temporary disconnection of the subject industrial connection having reference No. 30 15195 19590005 (4900 kW sanctioned load) and subsequently did not restore electricity supply while continued to charge fixed charges.
- (ii) The record reveals that the Complainant's connection was disconnected on December 27, 2017 due to non-payment of electricity dues amounting to Rs.15,76,99,287/-. Thereafter, upon the Complainant's request, MEPCO allowed restoration of supply through a concessionary arrangement whereby outstanding dues were permitted to be paid through twenty-five installments. Consequently, after payment of the said charges and fulfillment of codal formalities, the connection was restored on April 13, 2022.
- (iii) Clause 8.2.4 of Consumer Service Manual (CSM) provides that a disconnected supply shall not be reconnected or restored unless full payment of outstanding dues has been made or payment through installments has been allowed by DISCO. The record reveals that MEPCO approved installment plan and supply was restored accordingly. However, the Complainant failed to adhere to the approved installment payment plan and defaulted in payment of installments including the current electricity bills.
- (iv) With regard to temporary disconnection, Clause 8.3.1 of Consumer Service Manual (CSM) stipulates that a consumer intending to avail temporary disconnection must have paid the final bill up to the day immediately preceding the request and, furthermore, there shall be no arrears or deferred amount outstanding against the connection. However, in the instant case, the Complainant was admittedly carrying substantial outstanding dues and was simultaneously availing an installment payment arrangement. Therefore, the mandatory preconditions provided under the above clause of CSM were not fulfilled by the Complainant which proves that MEPCO was legally justified in declining the Complainant's request for temporary disconnection.
- (v) Fixed charges as charged by MEPCO are payable by the Complainant. Moreover, Clause 8.5.1 of Consumer Service Manual (CSM) provides that reconnection is subject to clearance of outstanding dues or such payment



arrangement as may be allowed by the DISCO. The record shows that the Complainant remained a defaulter throughout the relevant period and failed to avail facilities extended by MEPCO under the approved installment arrangement. The Complainant has failed to establish that the fixed charges were levied contrary to any provision of the applicable documents.

- (vi) The record reflects that restoration granted earlier was expressly linked with compliance of the approved payment arrangement. Although, the Complainant made payments, however, the Complainant defaulted in fulfilling obligations as committed with MEPCO, therefore, MEPCO was entitled to proceed in accordance with the applicable provisions of law regarding disconnection for recovery of dues. Accordingly, MEPCO again permanently disconnected the connection of the Complainant on February 27, 2023.
- (vii) According to Clause-8.5.5(e), in case of reconnection of a disconnected premises where serviceable material is available at site due to some reason, DISCO may utilize such material and cost of such material will not be recovered from the consumer subject to the satisfaction of DISCO that the material is genuine, and operationally safe. The material may be tested by DISCO for its satisfaction and cost in this regard will be borne by the consumer.
- (viii) Moreover, the outstanding amount/charges can be recovered from the Complainant in installments as permissible under Clause-6.8.3 of CSM whereby DISCOs may provide facility of installments for payment of bills as per their business requirements if applied by the consumer(s).

6. Foregoing in view, MEPCO is directed to restore the electricity supply of the Complainant subject to recovery of outstanding dues and completion of other codal formalities as provided in Consumer Service Manual (CSM). Moreover, already installed material be utilized and cost of such material will not be recovered from the consumer. However, MEPCO shall test the installed material for its satisfaction in accordance with Clause-8.5.5(e) of CSM. Further, MEPCO may provide facility of payment of the outstanding due/charges in installments if the Complainant requests for the same and in such case the electricity supply be restored immediately upon payment of first installment. However, any guarantee or postdated cheques be obtained from the Complainant for the remaining installments. MEPCO is directed to issue revised bill to the Complainant within thirty (30) days for payment. 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


(Naveed Nahi Shaikh)

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

Islamabad, August 24, 2026

