



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/ 1955 -2026
July 28, 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. SAJJAD SHOUKAT S/O SHOUKAT ALI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING WITHDRAWAL OF DETECTION BILL (A/C# 07 15751 0219601) MEPCO-MUL-68750-02-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated July 28, 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 (Operations),
Khan Garh Division, MEPCO, .
Near Pull Shamsabad,
Ali Pur Road, Muzaffargarh.
4. Mr. Sajjad Shoukat S/o Shoukat Ali,
Tauheed Abad, Khangarh,
District Muzaffargarh,
0300-8738335



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

Complaint No. MEPCO-MUL-68750-02-26

Mr. Sajjad Shoukat S/o Shoukat Ali
Tauheed Abad, Khangarh,
District Muzaffargarh,
0300-8738335

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): February 13, 2026

On behalf of:
Complainant: Mr. Sajjad Shoukat

Respondent: XEN (Operations) Khangarh, MEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAJJAD SHOUKAT S/O SHOUKAT ALI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING WITHDRAWAL OF DETECTION BILL (A/C# 07 15751 0219601)**

This decision shall dispose of the Complaint filed by Mr. Sajjad Shoukat S/o Shoukat Ali (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 case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that MEPCO has charged detection bill in January 2026 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 conducted at NEPRA Regional office Multan on February 13, 2026. The hearing was attended by both parties. During the hearing, the representative of MEPCO submitted that meter of the Complainant became defective (display opened) in June 2024 and defective code was allotted in the same month. Defective meter was replaced in July 2024 and removed meter sent to M&T Office for data retrieval. The data retrieval report was received in January 2026 as per which 772 units were found pending. The pending 772 units were charged in January 2026. Whereas, in response, the Complainant submitted that the charging of correct bill in a timely manner was MEPCO's responsibility and he had paid the bills regularly and imposing detection bill is unjustified.

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

- (i) The instant matter pertains to charging of detection bill amount for Rs. 45242/- in the month of January 2026 on account of 772 pending units retrieved as per data retrieval.
- (ii) The meter of the Complainant became defective (display opened) in June 2024 and defective code was allotted in the same month. Defective meter was replaced in July 2024 and removed meter sent to M&T Office for data retrieval. The data retrieval report was received in January 2026 as per which 772 units were found pending and charged in January 2026 after lapse of about eighteen (18) months.
- (iii) MEPCO can charge retrieved units within three months of replacement of meter as per Consumer Service Manual (CSM). Moreover, Clause 7.5.5, if due to any reason, the charges i.e. multiplying factor, MDI, fixed charges, tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by MEPCO; the difference of these charges can be raised within one year.
- (iv) Charging of detection bill amount for Rs. 45242/- for 772 pending units is not in line with the provisions of the Consumer Service Manual (CSM) and same observed as unjustified.

4. Foregoing in view, MEPCO is directed to withdraw the detection bill amount for Rs. 45242/- charged to the Complainant in January 2026 and overhaul account accordingly and report within twenty (20) days positively. Further proceedings in the matter are being closed in above terms.

(Raheel Azhar)

Member, Complaints Resolution Committee/
Additional Director (CAD)

(Abid Hussain)

Member, Complaints Resolution Committee/
Advisor (CAD)

Multan, July 28, 2026

