



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.06/2314 -2026
August 31, 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. ZAIN UL ABIDEEN S/O JAN MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL (A/C# 08 15723 5856901) MEPCO-MUL-66329-12-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 31, 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.),
Kot Addu Division (MEPCO),
132 kV Grid Station,
Kot Addu.
066-2241911
4. Mr. Zain ul Abideen S/O Jan Muhammad,
Chak No 567/TDA Chowk Sarwar Shaheed,
Kot Addu.
0322-4254008



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. MEPCO-MUL-66329-12-25

Mr. Zain ul Abideen S/O Jan Muhammad,
Chak No 567/TDA Chowk Sarwar Shaheed,
Tehsil Kot Addu, District Muzaffargarh.
0322-4254008.

..... Complainant

VS.

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

..... Respondent

Hearing(s): January 12, 2026

On Behalf of:
Complainant: Muhammad Hammad Shafiq

Respondent: Mr. Saleem Iqbal, SDO (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAIN UL ABIDEEN S/O JAN MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DETECTION BILL (A/C# 08 15723 5856901)

DECISION

This decision shall dispose of the complaint filed by Mr. Zain ul Abideen S/o Jan Muhammad (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 issued a detection bill amounting to Rs. 99,013/- in September 2025 on allegations of electricity theft, which he contends is unjustified. The matter was taken up with MEPCO, and hearing was conducted, which was attended by both the parties (MEPCO and the Complainant). During the hearing, MEPCO alleged that the Complainant was involved in electricity theft through direct supply, which, according to MEPCO, justified issuance of the detection bill. However, MEPCO failed to provide any cogent or verifiable evidence supporting the allegation.

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 1741 units amounting to Rs. 99,013/- for the period January 2025 to June 2025 with 20% load factor on connected load of 2.5 kW in September 2025 on the basis of alleged electricity theft. The Complainant denied the allegation.
- ii. MEPCO failed to provide any substantive or documentary evidence to establish the Complainant's involvement in theft of electricity and the Video shown during the hearing does not prove that direct wire was being used at the Complainant's premises. No connected load irregularity, unauthorized abstraction, or tampering was proven during the proceedings.
- iii. The consumption pattern of the consumer for the period January 2025 to May 2025 shows consistent consumption after the new connection was installed and a dip was only seen in June 25. Therefore, issuance of the impugned detection bill is not justified and is contrary to the procedural requirements laid down in the CSM.

4. Foregoing in view, MEPCO is hereby directed to withdraw the detection bill amounting to Rs. 99,013/- issued to the Complainant in September 2025 and to remove any Late Payment Surcharge imposed in relation to the said bill. However, MEPCO may charge 185 average units in the month of June 2025 considering post checking consumption from July 2025 to September 2025. Revised bill be issued to the Complainant within thirty (30) days. The complaint is disposed of in above terms.

(Raheel Azhar)

Member, Complaints Resolution Committee/
Additional Director (CAD)

Multan, August 31, 2026

(Abid Hussain)

Member, Complaints Resolution Committee/
Advisor (CAD)

