National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
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Consumer Affairs Department

TCD.06/3996-2026
October 14, 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 COL. MUHAMMAD SARFARAZ HASSAN, DIRECTOR PLANNING & ENGINEERING DHA BAHAWALPUR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING PROVISION OF INTERIM LOAD REQUIRMENTS FOR DHA BAHAWALPUR FROM EXISTING GRID STATION CANT. MARI SHAIKH SHAJRA**

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee (CRC), dated October 14, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

Copy: -

1. C.E/ Customer Services Director,
   Multan Electric Power Company
   MEPCO Complex, WAPDA Colony,
   Khanewal Road, Multan.

2. Chief Engineer (Planning),
   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. Col. Muhammad Sarfaraz Hassan,
   Director Planning & Engineering DHA Bahawalpur,
   Head Office, Jinnah Avenue (MB-02) Canal Road,
   Bahawalpur. 0300-8680161

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. MEPCO-NHQ-70798-03-26

Col. Muhammad Sarfaraz Hassan, ...**Complainant**
Director Planning & Engineering DHA Bahawalpur,
Head Office, Jinnah Avenue (MB-02) Canal Road,
Bahawalpur. 0300-8680161

VS

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

Hearing(s):	July 22, 2026 August 04, 2026 August 31, 2026
Complainant:	Kaleem Shahzad
On Behalf of MEPCO:	Muhammad Rehan Adil, DD (P&E), MEPCO

Subject: **COMPLAINT FILED BY COL. MUHAMMAD SARFARAZ HASSAN, DIRECTOR PLANNING & ENGINEERING DHA BAHAWALPUR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING PROVISION OF INTERIM LOAD REQUIRMENTS FOR DHA BAHAWALPUR FROM EXISTING GRID STATION CANT. MARI SHAIKH SHAJRA**

DECISION

This decision shall dispose of the complaint filed by Col. Muhammad Sarfaraz Hassan, Director Planning & Engineering DHA Bahawalpur (hereinafter referred to as the "Complainant") against Multan Electric Power 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 submitted that as per the approved master plan of DHA Bahawalpur; six (06) Nos. 132 KV Grid Stations are planned to be constructed to meet the total load projected load of the project. Out of these, one grid station is presently under construction which comprises 2x 40 MVA power transformers with an approved load capacity of 48.9 MW. Presently DHA Bahawalpur, is being supplied through a dedicated feeder originating from Cantt Grid Station with allocated load of 2975 kW. However, due to upcoming development activities in various sectors, DHA has submitted a case to MEPCO for interim approval of an additional load of 15 MW to ensure the continuity of infrastructure works and timely completion of the project, however, upon reaching the prescribed load threshold, additional Grid Stations will be initiated in line with the Master Plan to cater for future expansion and increasing demand. The Complainant further submitted that the said interim load may be provided from the existing MEPCO Grid Station(s) i.e. 132kV Grid Station Bahawalpur Cantt. Mari Shaikh Shajra.

3. The matter was taken up with MEPCO whereby MEPCO vide report dated June 18, 2026 submitted that underground electrification for Sectors A, B, C, and D (Villa Community) was approved for a 48.9 MW load. To cater the immediate operational needs, MEPCO approved an interim load of 2,995 kW (2.995 MW) from an 11kV independent feeder to feed Sectors A, B, C & D, offices, streetlights, and water supply while DHA paid Rs. 260,000,000 to MEPCO

for construction of transmission lines. For long-term development, MEPCO has approved an overall load demand of 447 MW across 19 sectors in the DHA Bahawalpur Master Plan. The proposed network includes 1 × 220kV Grid Station and 6 × 132kV Grid Stations, however, only 1x 132kV grid station is under construction by DHA on cost deposit basis. To meet the urgent requirements due to recent developments, DHA has requested MEPCO whereas for additional 15-MW load from existing MEPCO Grid Station i.e. Bahawalpur Cantt, Mari Shaikh Shajra.

4. In order to proceed further a hearing was held on August 31, 2026, wherein the both the parties participated and the matter was discussed in detail. The case has been examined in detail in light of written/verbal arguments of the parties. The following has been concluded:

(i) As per the Master Plan of Defence Housing Authority (DHA) Bahawalpur, construction of total six (06) Nos. 132 KV Grid Stations with total capacity of 447 MW has been planned to meet the projected load demand of all sectors (Sector A to Z) of DHA Bahawalpur. Out of these sectors, the design for underground electrification of Sector A, B, C & D-Villa Community was approved by MEPCO during October, 2020 for 48.9 MW from the 132 kV Grid Station No. 1 which is presently under construction by DHA having 2x 40 MVA Power Transformers whereas cost of transmission line amounting to Rs. 260,000,000/- has already been paid by DHA Bahawalpur to MEPCO.

(ii) Besides, on request of DHA; MEPCO has already approved total 3045 kW load (2475 kW in 2019 & 570 kW in 2022) on interim/temporary basis. However, DHA Bahawalpur has requested for an additional load of 15-MW from MEPCO Grid Station; to cater the total sector-wise required load on interim basis. The proposed interim arrangements are intended primarily to facilitate electricity supply to the occupied residential units and other eligible loads until the permanent arrangements i.e. construction/completion of Grid Stations alongwith the associated transmission/distribution infrastructure. DHA also assured that upon reaching the prescribed load threshold, construction of proposed Grid Station(s) will be initiated in line with the Master Plan to cater for future expansion and increasing physical demand. Moreover, MEPCO has proposed that interim supply may be provided on cost deposit basis through suitable 11 kV dedicated feeders/distribution network arrangements i.e. dedicated 11 kV feeders, network extension/augmentation, protection & metering arrangements, associated distribution works and any other necessary work.

(iii) In response of the queries raised by NEPRA during the hearing held on August 04, 2026 MEPCO submitted that Transformer-1 (20/26 MVA, 1305 Amps) installed at 132kV Grid Station Bahawalpur Cantt. has a maximum recorded loading of 750 Amps (57.47% loading) whereas the Transformer-2 (31.5/40 MVA, 2008 Amps) shown maximum recorded load of 1080 Amps with 53.78% loading. As such the capacity is available on the said Grid Station to cater the interim requirement i.e. 15 MW of DHA Bahawalpur.

(iv) The dedicated Grid Station of DHA Bahawalpur has been approximately 60% completed with expected completion by October, 2027; while the transmission line infrastructure requires approximately 18 months from commencement/ award. Further, out of a master plan load of 447 MW; a total of 116 MW has been processed (comprising 95.676 MW partially approved load and 20.296 MW newly applied load), leaving a balance of 331.028 MW. While the interim distribution system design parameters mandate a maximum permissible feeder loss of 3.0% and a maximum voltage drop of 5.0%, the current loss of the DHA Bahawalpur feeder stands at level of 21.67%.

(v) Lastly, MEPCO has shown no objection in principle for providing interim supply to occupied residential units, provided that system reliability is protected, all applicable costs are recovered from DHA Bahawalpur, and losses exceeding the 3.0% threshold are borne by DHA Bahawalpur.

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5. Foregoing in view, the following.is directed:

(i) Since the energization of DHA Grid Statin is pending due to construction of transmission lines, therefore, MEPCO may allow additional load of 15-MW from the existing 132 kV Grid Station of MEPCO i.e.132kV Grid Station Bahawalpur Cantt. subject to completion of all codal formalities for the sectors as requested by DHA. The cost for HT/LT network shall be paid by DHA if electrification is to be carried out through MEPCO.

(ii) The interim load shall be provided upto the extent of 15 MW, however, the said load be shifted to DHA Grid Station upon its energization.

(iii) Up gradation (if required) of existing transmission line shall be carried out on cost deposit basis proportionate to load.

(iv) DHA will also furnish an undertaking to MEPCO to the effect that no further interim load will be requested for other Sectors and the proposed grid stations will be available/ready for the other Sectors by DHA before reaching the interim threshold of 15 MW additional load.

(v) DHA shall ensure that land of all grid stations is transferred to MEPCO/NGC, immediately.

(vi) All excessive line losses beyond permissible limits shall be borne by DHA Bahawalpur.

6. The instant mater is disposed of in above terms.

Note: This decision is applicable only for the instant case and shall not be considered as precedent for other similar cases. Such like cases, if received in future shall be decided on case-to-case basis keeping in view the merit of the cases.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee
Director (Consumer Affairs)

(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee
Assistant Legal Advisor

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

Islamabad, October 14 , 2026