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

TCD.06/ 4170 -2026
October 27, 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 MALIK ATHAR SAEED, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DELAY IN PROVISION OF ELECTRICITY CONNECTION
Complaint No.MEPCO-NHQ-73779-05-26

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 27, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. Chief Engineer/ Customer Service Director,
   Multan Electric Power Company (MEPCO),
   MEPCO Complex, WAPDA Colony,
   Khanewal Road, Multan.
2. Chief Engineer (Planning)
   Multan Electric Power Company (MEPCO),
   MEPCO Complex, WAPDA Colony,
   Khanewal Road, Multan.
3. Additional Director (CAD),
   NEPRA Regional office, Office No. 20-22,
   3rd Floor, Bomanji Square, 84/2,
   Nusrat Road, Multan.
4. Mr. Malik Athar Saeed,
   Saeed Garden Land Sub Division Scheme,
   Chak No. 9-BC, Hasilpur Road, Bahawalpur.
   0300-9680994

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. MEPCO-NHQ-73779-05-26

Malik Athar Saeed, ... **Complainant**
Saeed Garden Land Sub Division Scheme,
Chak No. 9-BC, Hasilpur Road, Bahawalpur.

VS.

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

Hearing(s): July 22, 2026

On behalf of Complainant: Mr. Malik Athar Saeed

Respondent: Mr. Subhan Ali Soomro, XEN (Operations), Bahawalpur

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK ATHAR SAEED, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO REGARDING DELAY IN PROVISION OF ELECTRICITY CONNECTION**

DECISION

This decision shall dispose of the complaint filed by Malik Athar Saeed (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 applied MEPCO for external electrification of a housing scheme / land sub-division, "Saeed Garden", situated at Chak No. 9/BC, Bahawalpur, having an ultimate load of 521 kW. Accordingly, MEPCO issued a demand notice dated February 18, 2020 amounting to Rs. 58,35,546/- (which included Capital Cost=Rs. 43,75,137/-, Grid Sharing Charges= Rs. 13,94,784/- and Design vetting Charges= Rs. 65,625/-). The Complainant paid the Design Vetting Charges on March 03, 2020, and subsequently deposited the full amounts for Capital Cost amounting to Rs. 4,375,137/- and Grid Sharing Cost amounting to Rs. 1,394,784/- on September 15, 2020. The Complainant submitted that despite payment of all costs; MEPCO failed to complete the electrification work within the mandated period and instead repeatedly revised estimates based on subsequent store price bulletins, thereby delaying execution. The Complainant requested NEPRA to issue directions to MEPCO for the completion and energization of the scheme based on the payments already made without demanding any escalation charges.

3. The matter was taken up with MEPCO and a hearing was held on July 22, 2026, attended by both parties, wherein the case was discussed in detail. The case has been examined in detail in light of the record made available by the parties, arguments advanced during the hearing, and applicable laws. Following has been observed:

(i) The Complainant developed "Saeed Garden" housing scheme/society at Chak No. 9/BC, Bahawalpur, with an ultimate load of 521 kW. The Complainant applied MEPCO for electrification of the society against which MEPCO issued demand notice amounting to Rs. Rs. 58,35,546/- (which included Capital

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Cost=Rs.. 43,75,137/-, Grid Sharing Charges= Rs. 13,94,784/- and Design vetting Charges= Rs. 65,625/-). The Complainant paid the Design vetting charges on March 03, 2020; however, remaining amount of demand notice i.e. capital cost amounting to Rs. 4,375,137/- and grid sharing cost amounting to Rs. 1,394,784/- remained un-paid.

(ii) Accordingly, MEPCO issued another (2nd) demand notice dated August 20, 2020 for unpaid amount of capital cost and grid sharing charged amounting to Rs. 43,75,137/- and Rs. 13,94,784/- respectively which was paid by the Complainant on September 15, 2020. As per the applicable provisions of the NEPRA Performance Standards (Distribution) Rules, 2005, read with the Consumer Service Manual (CSM), the Distribution Company is required to complete the electrification work for loads ranging from 500 kW to 5000 kW within seventy-six (76) days from the date of payment of the Demand Notice. Accordingly, MEPCO was required to complete the external electrification work of the said housing scheme on or before November 30, 2020.

(iii) Despite payment of demand notice in full, the electrification work of the society was not completed. During the period (15-Sep-2020 to 31-Dec-2025) MEPCO issued nine (09) revised demand notices. MEPCO issued the last (9th) demand notice dated December 31, 2025 to the Complainant for payment amounting to Rs. 51,27,862/- on account of difference/escalation of cost of material. According to Clause 2.4.6 of the Consumer Service Manual (CSM), cost escalation of material is recoverable from an applicant only if such escalation occurs within the prescribed period allowed for completion of the work. However, where the escalation in material rates occurs after expiry of the prescribed completion period, such escalation is not recoverable from the applicant.

(iv) The record reveals that the Complainant paid the demand notice in full on September 15, 2020 and according to the given time period MEPCO was required to complete the electrification work of the society within seventy-six (76) days (i.e. upto November 30, 2020) of payment of the demand notice in full. However, MEPCO failed to complete the required work within the stipulated time period i.e. 76-days and issued a first revised demand notice dated April 09, 2021 on the basis of price bulletin escalation dated March 25, 2021 whereas the prescribed time period i.e. seventy-six (76) days for completion of the work had already been expired on November 30, 2020. In view of the said, penalizing the Complainant through revised estimates or escalation demands after failing to meet the regulatory deadline is illegal and contrary to Clause 2.4.6 of Consumer Service Manual (CSM) read with NEPRA Performance Standards (Distribution) Rules, 2005 applicable at that time.

5. Foregoing in view, MEPCO is directed to withdraw the revised/escalated demand notice dated December 31, 2025, however, the Complainant is liable for payment of escalation in cost of material (if any) occurred during the period of 76-days (September 15, 2020 to November 30, 2020) since the date of payment of first (initial) demand notice in full. MEPCO is further directed to complete the electrification work of the society after payment of revised notice (if any) as discussed above. 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

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

NEPRA Islamabad (CAD)

Islamabad, October 27, 2026