National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200 Fax: 051-2600021

Consumer Affairs Department

TCD.06/3694-2026
September 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. MUHAMMAD INAM BARI, M/S. PARADISE HOUSING SCHEME RAHIM YAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE.
Complaint No. **MEPCO-NHQ-79469-09-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 28, 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. Muhammad Inam Bari
   R/o Paradise Housing Scheme, Rahim Yar Khan.
   Cell: 0321-6704599pp.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. MEPCO-NHQ-79469-09-26

Mr. Muhammad Inam Bari, ...**Complainant**
Paradise Housing Scheme
Rahim Yar Khan.
0321-6704599

VERSUS

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

Date of Hearing: September 14, 2026

Respondent: Mr. Muhammad Saqib, Addl. Manager (P&E), MEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD INAM BARI PARADISE HOUSING SCHEME RAHIM YAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST MEPCO, REGARDING DELAY IN ISSUACNE OF DEMAND NOTICE**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Inam Bari, Paradise Housing Scheme, Rahim Yar Khan (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, as per the Complainant, the case for External Electrification of Paradise Housing Scheme, Rahim Yar Khan, was submitted to MEPCO on April 09, 2026. In response, MEPCO raised an observation that the 11 kV independent feeder proposed from the rear side of the colony needs to be routed through the main gate of the colony for reasons such as easy access for operation staff, better security, a visible utility corridor, and reduced risk of encroachment.

3. The Complainant submitted that an undertaking confirming that the land through which the proposed 11 kV independent feeder is to be routed is owned by the colony owner and that the boundary wall of Paradise Housing Scheme has been completed. In addition, the owner of the said Housing Scheme undertook to comply with all legal and departmental formalities before and after electrification of the Housing Scheme. The revised electrification design had been submitted to the P&E Department, MEPCO, Multan for approval.

4. Furthermore, the Complainant submitted that there is no restriction/condition in the CSM requiring that the independent feeder must be proposed/routed through the main gate

of the Housing Scheme. The Complainant prayed that MEPCO be directed to issue the Demand Notice for electrification of the Paradise Housing Scheme.

5. The matter was taken up with MEPCO vide letter dated September 03, 2026, and a hearing was held at NEPRA Headquarters, Islamabad, on September 14, 2026, which was attended by both parties (MEPCO and the Complainant), wherein the case was discussed in detail. The major observation of MEPCO was that the proposed 11 kV independent feeder from the rear side of the Housing Scheme, where no gate exists, and the feeder alignment crosses over/through the boundary wall of the Housing Scheme, would require appropriate access for MEPCO's operation and maintenance staff, together with adequate security and an identifiable utility corridor.

6. Moreover, the Complainant has clarified that the land through which the proposed feeder is routed is owned/possessed by the colony owner and that uninterrupted access for MEPCO's operation and maintenance staff would be provided.

7. In view of the foregoing, the case has been examined in detail in light of the written/verbal arguments of both parties. There are no grounds for MEPCO to deny the provision of electricity supply through the proposed 11 kV line. MEPCO shall issue the estimate on prudent basis while not comprising on the standards and technical parameters. There is no restriction in Consumer Service Manual for passing of the line inside the society from any suitable place/entry point. However, all the observations raised by MEPCO shall be fulfilled by the sponsor, including provision of access to MEPCO staff for operation and maintenance of the 11 kV line. In view of the said the complaint is disposed of with the following directions:

i. MEPCO shall issue the Demand Notice to the Complainant for the electrification of Paradise Housing Scheme, subject to fulfilment of the applicable requirements under the CSM.
ii. The Complainant shall provide an appropriate approach and accessible route/constructed road and a suitable gate at the required location to facilitate MEPCO staff in carrying out inspection, operation, maintenance, repair, and other necessary works related to the feeder.
iii. MEPCO shall proceed with the electrification work after fulfilment of codal formalities and shall carry out the work in accordance with the relevant provisions of the CSM and applicable technical requirements.

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

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

28/09/26

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

Islamabad, September 28 , 2026