

PRESIDENT'S SECRETARIAT (PUBLIC)
AIWAN-E-SADR, ISLAMABAD

Rep. No.423/WM/2022
Date of Decision: 31.01.2023

Muhammad Shahzad Saeed Vs Multan Electric Power Company

REPRESENTATION FILED BY MUHAMMAD SHAHZAD SAEED AGAINST THE ORDER OF THE WAFAQI MOHTASIB IN COMPLAINT NO. WMS-MLN/0002001/22

Kindly refer to your representation addressed to the President in the background mentioned below:-

2. This representation has been filed by Muhammad Shahzad Saeed (the complainant) assailing the order dated 11.08.2022 of the Wafaqi Mohtasib whereby it has been held as under:-

"... The representative of the Agency reiterated the stance as narrated in report while the representative of the complainant submitted that the Agency was not ready to correct his bill. However, at the end of exhaustive discussion both the parties entered into a mutual contract that the Agency would charge average bill as per consumption of 8148 units per month for the period of 02/2022 & 03/2022. As such, the complainant and the representative of the Agency mutually agreed for the redressal of the grievance through the consent findings. The Agency is advised to submit compliance report to the office of the Wafaqi Mohtasib according to the consent findings within 30 days.

In view of the foregoing investigation of the complaint is closed under Regulation 23(1)(h) of the Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulations, 2013."

3. The complainant had alleged that his electric tube-well meter was stolen on 03.04.2022 by some unknown thieves for which purpose, FIR was lodged on 05.04.2022 but the Multan Electric Power Company (the Agency) had charged him excessive bill of 8322 units during the month of 02/2022 which was unjustified. According to him, he requested the Agency for rectification of the bill as per average of 3474 units for the month of 02/2022 & 03/2022 but to no avail. Feeling aggrieved, he approached the learned Wafaqi Mohtasib who passed the impugned order, hence the instant representation.

4. The case was fixed for hearing on 19.01.2023. No one appeared on behalf of the complainant despite notice whereas Tahir Ali, Deputy Director (Technical) on behalf of the Agency has appeared.

5. During the hearing, it is stated by the representative of the Agency that as per direction of the learned Wafaqi Mohtasib, a revised bill was issued on the basis of average as per consent of the parties before him which has been paid and cost of 686 units has been refunded to the complainant; that is the reason that the complainant is not present.

6. In view of the above, the representation has become infructuous and is liable to be disposed of accordingly.

7. Accordingly, the Hon'able President has been pleased to dispose of the representation as infructuous.

-Sd-
(Asghar Ali)
Director (Legal)

Muhammad Shahzad Saeed S/o Saeed-ud-Din,
R/o Chak No.69/12-L, Chichawatni,
Sahiwal. (Contact No. 0345-8770393)

The Chief Executive Officer,
Multan Electric Power Company (MEPCO),
MEPCO Headquarter, Khanewal Road, **Multan.**

Copy to:

The Secretary, Wafaqi Mohtasib (Ombudsman)'s Secretariat, Constitution Avenue, Islamabad.