

"PREPARATION AND CIRCULATION OF YEAR BOOK 2024-25"

Multan Electric Power Company (MEPCO)

Vision						
To ensure convenient availability of high-quality power in area of responsibility, in order to alleviate the poverty, improve quality of life and make the industrial and agriculture Sector competitive in the World Market						
Mission						
Ensure convenient availability of high-quality electric power to the people at affordable price, retaining financial viability of the company						
Developments works						
In order to comply with the performance standards of NEPRA regarding provision of voltage within prescribed limits, and to have stable and reliable distribution system, MEPCO has played its role by carrying out system augmentation and energy loss reduction program by completion below rehabilitation works:						
Name of Work		Works Completed		Cost.		(Rs
Million)						
New Grid Stations.		=	01 Nos.	300/-		
Extension/augmentation /Replacement of Power TF,		=	23 Nos	1385/-		
Conversion from Single Basbar To twin bundled		=	02 No.	12/-		
Construction of new 132 KV Line		=	01 Nos.	100/-		
132 kV Line in/ Out		=	01 No.	15/-		
2 nd Circuit		=	02 Nos.	201/-		
Re-Conductoring of 132 KV Line		=	02 No.	62/-		
Total		=	32 Nos.	2,075/-		
HT Proposals (11-KV Feeders):		=	93 Nos.			
LT Proposals (DOP & ELR)		=	460 Nos.			
Installation of ABC Cable		=	2.197 KM			
Addition and Augmentation of Transformers		=	1331 Nos.			
Anti Theft Campaign Progress						
In compliance with the directions of the Ministry of Energy (Power Division), a comprehensive anti-theft campaign has been launched to curb electricity theft. The campaign is being executed with close coordination between field formations and law enforcement agencies. The updated status of the anti-theft campaign progress is as under:						
No of theft Cases	No of FIRs requested	No. of FIRs Registered	No of Persons arrested	Units Charged	Amount charged	Amount Recovered
27593 Nos.	26831 Nos	26350 Nos.	12333 Nos.	47.24 MkWh	1887.34 Million	1107.992 Million

T&D Losses (Progressive) ending Financial Year

FY 2024-2025			FY 2023-2024			Inc/Dec.
Units Received	Units Sold	%age T&D Losses	Units Received	Units Sold	%age T&D Losses	
19385.78	16801.69	13.3	19929.05	16904.36	15.2	-1.8 ↓

Billing & Recovery (Progressive) ending Financial Year

FY 2024-2025			FY 2023-2024			Inc./Dec
Billing	Collection	%age Recovery	Billing	Collection	%age Recovery	
627754.35	630935.45	100.51	676689.44	667364.00	98.62	+1.89 📈

Major Accomplishments

MEPCO Management under the directions of BOD MEPCO, and guidance of Ministry of Energy (Power Division) has under taken a number of improvement initiative made following achievement:

1. MEPCO achieved Target for Line Losses of FY 2024-25 given By BOD and decreased T&D Losses by 1.8% compared to Previous year.
2. MEPCO Recovery remained 100.5 % against the billing.
3. MEPCO has installed 31,817 Smart Meters during FY 2024-25
4. 8,380 Scanning Meters are installed for energy Audit at transformer level.
5. Installed 455,303 new connections
6. Replace 598,225 defective meters.
7. Achieved Safety Standard award from NEPRA

EMPLOYEE TRAINING & CAPACITY BUILDING PROGRAMS

1. MEPCO Officers were trained at renowned institutes such as LUMS, and WAPDA staff college
2. The following trainings are conducted at MEPCO Regional Training Center:
 - i. Customer Relationship Management (CRM)
 - ii. Information Technology: Tools and Systems for Efficiency & Productivity
 - iii. ERP Implementation in MEPCO
 - iv. Public and Employee Safety
 - v. Business Ethics & Behavioral Change

Key Achievements of HR & Admn Directorate (2024-25)

Completion / Maintenance of Service Book

Established a dedicated committee at the Division level to ensure proper upkeep and verification of employee Service Books, enhancing record-keeping efficiency.

Open Kactheri for Employees Problems and Grievances at Circle Level

Conducted transparent Open Kactheri sessions at the circle level in 2024 to address and resolve the problems of employee and grievances.

Updated HR Manual Submission

Successfully submitted a revised and amended HR Manual, incorporating the latest policies and regulations to streamline Human Resource Management.

Establishment of "Shuhda Cell"

Launched a specialized **Shuhda Cell** to provide dedicated support for fatal and non-fatal accident cases, ensuring timely assistance and resolution for affected employees and families.

Enhanced Medical Services for Employees

Upgraded Healthcare Facilities by establishing **Collection Centers for Lab Tests** in WAPDA Hospitals, improving accessibility and efficiency in medical services for employees.

Digital Transformation (E-Office)

MEPCO has successfully implemented the E-Office system, digitizing all official workflows, eliminating paper processes, and enabling efficient digital document tracking and approvals across the organization.

Customer Facilitation

1. MEPCO has launched smart App for online complaint registration, complaint tracking, duplicate bills, projected billing, load shedding schedule, monitoring of consumption and new connection registration
2. Establishment of State-of-the Art 24/7 Regional Customer Facilitation Center (RCFC) at MEPCO HQs and 07 No. Customer Facilitation Centers (CFCs) in the area of MEPCO
 - i. Circle Customer Facilitation Center, MEPCO (Op) Circle, Multan.
 - ii. Customer Facilitation Center, Opp: DHA, Multan.
 - iii. Customer Facilitation Center, Mousa Pak Division, Multan.

- iv. Customer Facilitation Center, Mumtazabad, Multan.
- v. Circle Customer Facilitation Center, MEPCO (Op) Circle, D.G. Khan.
- vi. Circle Customer Facilitation Center, MEPCO (Op) Circle, Muzaffargarh.
- vii. Circle Customer Facilitation Center, MEPCO (Op) Circle, Bahawalpur

3. All sub divisional complaint centers have been upgraded for registration of Complaints (CCMS) instead of conventional entry

Following facilities are available at MEPCO customers services centers

- i. Due Date Extension.
- ii. Installments of Bill amount.
- iii. Bill Correction Facility upto 300 units at Circle Customer Care Center.
- iv. Online New Connection Application Registration
- v. Online Complaints Registration
- vi. Issuance of Duplicate Energy Bills.
- vii. New Connection application and its tracking
- viii. Application for Change of Name,
- ix. Application for change of Tariff
- x. Application for Load reduction / enhancement
- xi. Creation of paper less environment by launching of E-Ops.
- xii. Elimination of overbilling by 100% snap Audit of meter readings at subdivision & Revenue offices, and installation of smart meters on 5 KW and above connections

Other Accomplishments

- i. 100 % GIS Mapping and Tagging of HT network
- ii. Updated HR Manuals.
- iii. Reduced High Losses category feeders above 20%
- iv. Reduced commercial Load shedding.
- v. Live feeders and PDC data made available

Financial Summary

Budget Allocation & Expenditures:

(PKR. Million)

Description	Budget Allocation (July, 2024 to June, 2025)	Expenditure July, 2024 to June, 2025 (Act./Prov.)
OPEX	68,393	57,787
CAPEX (Own Source)	24,265	14,084

Financial Performance:

(PKR. Million)

Description	FY 2024-25 (Jul.-June.) (Act/Prov.)
Revenue	503,704
Power Purchase Cost	468,984
O&M and other Expense	50,965
Net Profit	(16,245)

Electronic, Print & Social Media Coverage

1. Campaign Against Electricity Theft.
2. Promotion of the Smart App CCMS Plus Features
3. Winter Incentive Package Awareness
4. Maintenance and Shutdown Schedules
5. Promotion of Power Smart App “(APNA METER APNI READING)”