"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/-
2nd 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

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)

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