



Registrar

# National Electric Power Regulatory Authority

## Islamic Republic of Pakistan

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No. NEPRA/DG(CAD)/TCD-03/9259-62

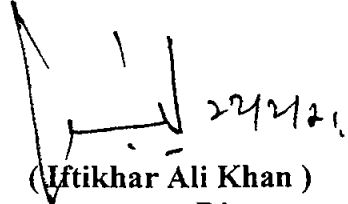
February 22, 2021

Chief Executive Officer,  
Gujranwala Electric Power Company (GEPCO),  
565/A, Model Town GT Road,  
Gujranwala.

Subject: **DECISION IN THE MATTER OF COMPLAINTS FILED BY  
MR. AAMIR S/O SHEIKH FIAZ AND MR. ISHTIAQ AHMED S/O  
QURBAN ALI UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING  
CORRECTION/ADJUSTMENT OF ELECTRICITY BILLS  
Complaint No. GEPCO-14/03/2020 & GEPCO: 39/08/2020**

Please find enclosed herewith Decision of Member (Consumer Affairs) (04 Pages) regarding the subject matter for information and compliance within thirty (30) days of receipt of this Decision.

Encl: As above

  
(Iftikhar Ali Khan)  
Director  
Registrar Office

Copy to:

1. C.E/ Customer Services Director,  
Gujranwala Electric Power Company (GEPCO),  
565/A, Model Town GT Road, Gujranwala.
2. Mr. Aamir S/o Sheikh Fiaz,  
R/o House No. 192, Street No. 10, G-10/1,  
Islamabad.
3. Mr. Ishtiaq Ahmed S/o Qurban Ali,  
R/o Mohallah Malik Park, Link Sui Gas Road,  
Gujranwala.



**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaints No. GEPCO-14/03/2020 & No. GEPCO-39/08/2020**

Mr. Aamir S/o Sheikh Fiaz,  
R/o House No. 192, Street No. 10, G-10/1,  
Islamabad.

**Complainant No. 1**

Mr. Ishtiaq Ahmed S/o Qurban Ali,  
R/o Mohallah Malik Park, Link Sui Gas Road,  
Gujranwala.

**Complainant No. 2**

**Versus**

Gujranwala Electric Power Company (GEPCO),  
565/A, Model Town, GT Road,  
Gujranwala.

**Respondent**

**Date of Hearing:**

- 1) September 10, 2020 and November 12, 2020 (In the matter of Complaint No. GEPCO-14/03/2020)
- 2) November 19, 2020 (In the matter of Complaint No. GEPCO-39/08/2020)

**On behalf of:**

**Complainants:**

- |                       |                   |
|-----------------------|-------------------|
| 1) Mr. Aamir          | Complainant No. 1 |
| 2) Mr. Iftikhar Ahmed | Complainant No. 2 |

**Respondent:**

- 1) Mr. Mudassar Cheema SDO (Operation)
- 2) Mr. Mubashir Bajwa SDO (Operation)
- 3) Mr. Shahid Iqbal Ahmed Audit Officer
- 4) Mr. Muhammad Arshad Audit Officer

Subject: **DECISION IN THE MATTER OF COMPLAINTS FILED BY MR. AAMIR S/O SHEIKH FIAZ AND MR. ISHTIAQ AHMED S/O QURBAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING CORRECTION/ADJUSTMENT OF ELECTRICITY BILLS**

**DECISION**

This single decision shall dispose of the complaints filed by Mr. Aamir S/o Sheikh Fiaz (hereinafter referred to as the "**Complainant 1**") and Mr. Ishtiaq Ahmed S/o Qurban Ali (hereinafter referred to as the "**Complainant 2**"), against Gujranwala Electric Power

Company (hereinafter referred to as the **"Respondent"** or **"GEPCO"**), under section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the **"NEPRA Act"**).

2. NEPRA received a complaint on 3<sup>rd</sup> March 2020 from the Complainant No. 1 against the Respondent, wherein the Complainant No. 1 submitted that he has received an electricity bill amounting to Rs. 1,011,858/- from GEPCO for the month of February 2020, wherein an amount of Rs. 991,603/- has been claimed by GEPCO on account of bill adjustment which is unjustified. Moreover, the Complainant No. 1 submitted that he requested GEPCO for correction of bill, however the issue was not resolved. The Complainant No. 1 requested that GEPCO be directed to keep his electricity connection active and provide relief regarding these charges.

3. The matter was taken up with the Respondent for submission of parawise comments/report and GEPCO was directed to issue a provisional bill amounting to Rs. 200,000/- to the complainant for payment and defer the remaining disputed amount. In response, GEPCO, vide its letter dated 10<sup>th</sup> June 2020, reported that during the course of Audit, it was revealed that the sanctioned load of the Complainant No. 1 bearing Account No. 27-12133-2351200 was 21 kW but he was using load above 25 kW since May 2014. Moreover, GEPCO reported that the Complainant No. 1 got his load regularized vide application dated 12<sup>th</sup> March 2018 and accordingly, tariff was changed from B-1 to B-2 in July 2018. GEPCO further submitted that difference of tariff rate from B-1 to B-2 was charged to the Complainant No. 1 from May 2014 to June 2018.

4. An opportunity of hearing was provided to both the parties (i.e. the Complainant No 1 and GEPCO) on 10<sup>th</sup> September 2020 at NEPRA Regional Office Gujranwala, wherein both the parties participated and reiterated their earlier stance. The Complainant No. 1 submitted that the premises was rented out from July 2014 to December 2018, and the tenant left the premises in December 2018. The Complainant added that GEPCO has raised arrears at belated stage; if GEPCO had conducted the Audit earlier then the tenant would have paid the amount. GEPCO was directed to produce audit notes, however the same was not available with GEPCO officials. Accordingly, another hearing was held on 12 November, 2020 at NEPRA Head Office Islamabad. The hearing was attended by both the parties wherein they reiterated their earlier stance.

5. Similarly, NEPRA received another complaint on 25<sup>th</sup> August 2020 from the Wafaqi Mohtasib (Regional Office, Gujranwala) in respect of the Complainant No. 2, wherein it was submitted that he has been overcharged by GEPCO in the bill issued for the month

of July 2020. He approached GEPCO for the same and he was informed that the amount has been debited on account of Audit objection for the period from November 2016 to February 2020. The Complainant No. 2 requested that GEPCO be directed to correct the bill and issue the revised bill.

6. The matter was taken up with the Respondent for submission of parawise comments/report. GEPCO was directed to issue a provisional bill amounting to Rs. 150,000 to the Complainant for payment and defer the remaining disputed amount till decision by this office. In response, GEPCO, vide its letter dated 18<sup>th</sup> September 2020, reported that during the Local Audit of year ending 2019, an Audit Note was issued regarding illegal extension of load by the Complainant No. 2 bearing Account No. 24-12213-0178706. Moreover, GEPCO reported that as per Audit Note, an amount of Rs. 594,342/- was worked out for the period from November 2016 to June 2018 and December 2018 to February 2020 and charged to the Complainant No. 2 on account of difference of tariff.

7. An opportunity of hearing was provided to both the parties (i.e. the Complainant No. 2 and GEPCO) on 19<sup>th</sup> November 2020 at NEPRA Head Office Islamabad, wherein both the parties participated and reiterated their earlier version. The Complainant No. 2 submitted that GEPCO never issued any prior notice to him, and had it been done earlier, he would have approached GEPCO for regularization of load; as such, charging of accumulated MDI at a belated stage is not justified.

8. The cases have been examined in detail in light of written/verbal arguments of the parties and applicable law. The following has been concluded:

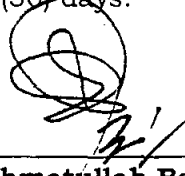
- i. The Complainant No. 1 is an industrial consumer of GEPCO who had a sanctioned load of 21 kW under tariff category B-1(b). The Complainant No. 1 got his load extended in July 2018 from 21 kW to 39 kW.
- ii. The Auditors of GEPCO scrutinized the record of the Complainant No. 1 and raised observations that he was using extended load w.e.f May 2014. Thereafter, the Auditors worked out the MDI w.e.f May 2014 to June 2018 and charged the accumulated MDI of 1904 kW to the Complainant No. 1 amounting to Rs. 991,603/-.
- iii. Similarly, the Complainant No. 2 is an industrial consumer of GEPCO under tariff category B-1(b) with a sanctioned load of 19 KW.

- iv. The Auditors of GEPCO scrutinized the record of the Complainant No. 2 and raised observations that he was using extended load w.e.f November 2016. Thereafter, the Auditors worked out the MDI w.e.f November 2016 to February 2020 and charged the MDI of 1326 kW to the Complainant No. 2 amounting to Rs. 594,342/-.
- v. GEPCO should have conducted audit timely, however GEPCO failed to do so and charged the Complainants the accumulated reading of the preceding years on the basis of audit conducted later on. Moreover, if the Complainants had illegally extended their load, then GEPCO should have issued them notice and extend their load in accordance with the procedure laid down in the Consumer Service Manual, however GEPCO failed to do so.
- vi. Consumer Manual Service provides that if any consumer uses higher MDI, the DISCO shall immediately issue notice for extension of load and charging of difference of tariff/power factor penalty/fixed charges in lieu thereof shall not be for more than six months.

9. In view of foregoing, GEPCO is hereby directed to charge difference of tariff for six months and withdraw the remaining amount, along with late payment surcharges, charged to the Complainant No. 1 & 2, on the observation of Audit on account of difference of tariff. Moreover, the load of the Complainant No. 2 be regularized with immediate effect.

10. Compliance report in the matter be submitted within thirty (30) days.

Islamabad: February 17, 2021.

  
(Rehmatullah Baloch)  
Member (Consumer Affairs)