



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office, Ataturk Avenue (East),
Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax: 051-2600021

Consumer Affairs Department

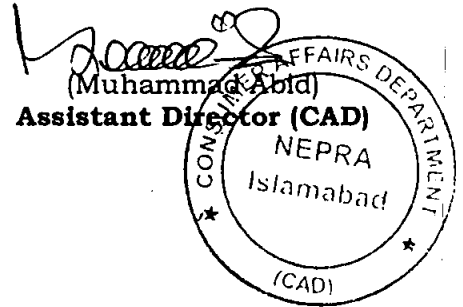
2537
TCD.03/-2023
June 21, 2023

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

Subject: **COMPLAINT FILED BY MR. MUNIR AHMED S/O NOOR ELAHI UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO
REGARDING NON-PROVISION OF CONNECTION (DN No. 202106531966)**
Complaint No. **GEPCO-GJW-12678-05-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 20, 2023 regarding the subject matter for necessary action. Compliance report be submitted within fifteen (15) days.

Encl: As above



Copy to:

1. C.E/ Customer Services Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
2. Mr. Ghulam Rasool, (Assistant Director),
NEPRA Regional Office, Office # 87, Block M,
Trust Plaza, Gujranwala. Ph: 055-3822766
3. Mr. Munir Ahmed S/o Noor Elahi,
Mailo wala, P. O. Khas, Tehsil & District Gujranwala.
Contact: 0343-6576720 (Mr. Zafar Iqbal Asad, Advocate)



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

GEPKO-GJW-12678-05-22

Mr. Munir Ahmed S/o Noor Elahi
Mailo wala, P. O. Khas, Tehsil & District Gujranwala.
Contact: 0343-6576720

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: May 31, 2023

**On behalf of
Complainant:** Mr. Zafar Iqbal Asad, Advocate

Respondent: Nemo

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUNIR AHMED S/O NOOR ELAHI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPKO REGARDING NON-PROVISION OF CONNECTION (DN No. 202106531966)**

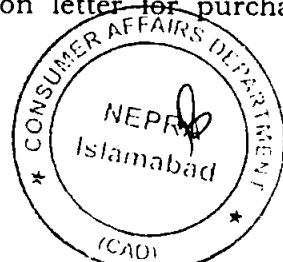
DECISION

This decision shall dispose of the complaint filed by Mr. Munir Ahmed s/o Noor Elahi (hereinafter referred to as "the Complainant") against Gujranwala Electric Power Company (hereinafter referred to as the "Respondent" or "GEPKO"), 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 against GEPKO wherein it was submitted that the Complainant applied for new tube well connection to GPECO on June 24, 2021 against 8 kW load whereby GEPKO issued a demand notice dated June 30, 2021 amounting to Rs. 15000/- in lieu of security deposit which was paid in time. The Complainant approached GEPKO time and again for energization of connection but the connection was not energized. Subsequently, GEPKO vide letter No. 14096-100 dated July 01, 2021 asked the Complainant for installation of dedicated transformer. The Complainant apprised GEPKO that transformer is already installed at the property of the Complainant, therefore, GEPKO should provide new connection from the existing transformer, however, GEPKO did not provide the connection. Therefore, the Complainant requested NEPRA to direct GEPKO for provision of connection from existing 50 kVA transformer.

3. The case was taken up with GEPKO for submission of para-wise comments. GEPKO vide letter No. 9658-59/CE-GEPKO/NEPRA dated August 11, 2022 submitted that the Complainant applied for a new connection on June 24, 2021. The Complainant was served with demand notices of capital cost amounting to Rs. 107,000/- (without cost of transformer) & Security deposit amounting to Rs. 15000/- dated June 30, 2021 which were paid by the Complainant in July-2021. A permission letter for purchase of 15 kVA

Page 1 of 2



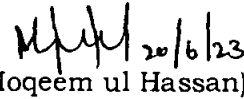
transformer from local market was also issued to the Complainant, however, the Complainant did not purchase the transformer till now, therefore, his application has been cancelled.

4. In order to arrive at an informed decision hearing was held at NEPRA Head Office, Islamabad which was attend by the Complainant only and GEPCO officials failed to attend the said hearing. During the hearing the case was analyzed in the light of arguments advanced by the Complainant and report submitted by GEPCO. The documents produced by the Complainant witnessed that the land where connection is installed was purchased by the Complainant from Mr. Shahbaz during the year 2013 alongwith fixtures, however, change of name was not applied by the Complainant. Scrutiny of documents revealed that a Tubewell connection installed in the name of Shahbaz s/o M. Saeed through a 50 kVA transformer. Therefore, record of GEPCO is still showing connection on the name of Mr. Shahbaz as reported by GEPCO vide above mentioned letter. According to Clause-2.13 of Consumer Service Manual (CSM), change of name is required where ownership of property is changed. The Complainant requires a second connection of 8 kW which can be catered from existing 50 kVA transformer which is ownership of the Complainant. Demand notice alongwith security deposit (without transformer cost) for new connection has already been deposited by the Complainant during the month of July 2021, therefore, connection can be provided to the Complainant from existing 50 kVA transformer installed in the name of Mr. Shahbaz.


5. Foregoing in view, GEPCO is directed to provide a new connection to the Complainant from existing 50 kVA transformer installed in the name of Mr. Shahbaz against already paid demand notice paid by the Complainant after completion of other codal formalities. The Complainant is also directed to apply for change of name for already installed connection without further delay. Compliance report be submitted within fifteen (15) days.

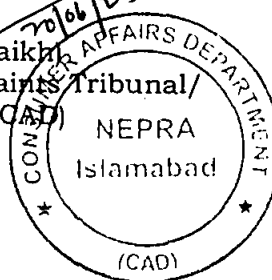

20/6/2023

(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)


20/6/23

(Moqees ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)


20/6/23
(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, June 20, 2023