



**National Electric Power Regulatory Authority**

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


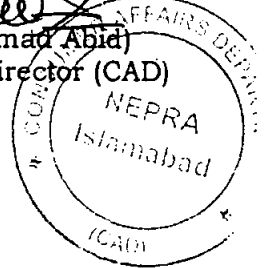
**Consumer Affairs  
Department**

4599  
TCD.03/ -2023  
October 05, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY RANA WASEEM  
ASHRAF UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST GEPCO REGARDING ADDITIONAL DEMAND NOTICE**  
Complaint # **GEPCO-NHQ-21685-05-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated October 05, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

  
(Muhammad Abid)  
Assistant Director (CAD)  


Copy to:

1. C.E/ Customer Services Director,  
Gujranwala Electric Power Company (GEPCO),  
565/A, Model Town GT Road, Gujranwala.
2. Rana Waseem Ashraf,  
Ramzan Town (Extension), Stadium Road, Daska.  
Cell: 0300-9618588

**Note:** In case of any complaint, the consumers are advised to approach their respective distribution company in the first instance. In case of non-redressal of their grievances, the Consumers can file online complaint on NEPRA's website at following address:  
<https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>



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

**Complaint No. GEPCO-NHQ-21685-05-23**

**Rana Waseem Ashraf**

Ramzan Town (Extension), Stadium Road Daska.  
Cell# 0300-9618588

.....Complainant

**Versus**

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

..... Respondent

**Date of Hearings:** 22<sup>nd</sup> June, 2023

**On behalf of:**

**Complainant:** Rana Shahid Sohail

**Respondent:**

Mr. Javed Ahmed, XEN (Construction) GEPCO

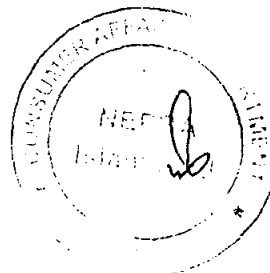
**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY RANA WASEEM ASHRAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ADDITIONAL DEMAND NOTICE

**DECISION**

This decision shall dispose of the complaint filed by Rana Waseem Ashraf, Ramzan Town (Extension), Stadium Road Daska (hereinafter referred to as "the Complainant") 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. The Complainant has submitted that in response to his application for external electrification of extended area of his society i.e. Ramzan Town Stadium Road Daska; GEPCO issued a demand notice amounting to Rs. 13,946,000/- which was paid on June 16, 2022. Subsequently, GEPCO completed all the electrification work except installation of 2x 200 KVA transformers. Subsequently, GEPCO issued an additional demand notice amounting to Rs. 2,955,680/- on account of escalation of rates of material. The Complainant paid the said demand notice on March 20, 2023 and GEPCO installed the said transformers. Being aggrieved from issuance of additional demand notice, the Complainant approached NEPRA and requested to direct GEPCO for refund of amount (Rs. 2,955,680/-) paid on account of additional/revised demand notice.

3. The matter was taken-up with GEPCO for submission report. In response, GEPCO vide letter dated June 09, 2023 submitted that the case of external electrification of Ramzan Town (Ext.), Housing Scheme c/o Rana Waseem Ashraf s/o Muhammad Ashraf was approved and a demand notice amounting Rs. 13,946,000/- was issued during the month of June, 2022 which was paid by the Complainant. Subsequently, the Project Director (Construction) was directed for execution of work, however, Project Director (Construction) requested for revision of estimate due to the escalation in rates of material, therefore, an additional demand notice amounting to Rs. 2,955,680/- dated March 13, 2023 was issued which was paid by the Complainant on March 20, 2023 including the cost of escalation of two (02) number 200 KVA Transformers.

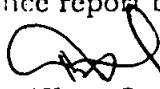


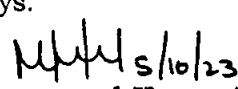
4. In order to proceed further into the matter a hearing was held at NEPRA Head Office, Islamabad on June 22, 2023 wherein both the parties (i.e. GEPCO and the Complainant) participated and advanced their arguments.


5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearings and applicable law. The following has been observed:

- (i) The Complainant applied for external electrification of Ramzan Town (Extension), on June 01, 2022. GEPCO approved the case and issued a demand notice amounting to Rs.13,946,000/- on June 16, 2022 which was paid by the Complainant in full on July 28, 2022. GEPCO completed the external electrification work except installation of two (02) number transformers (200 KVA each) and issued an additional demand notice amounting to Rs. 2,955,680/- dated March 13, 2023. After payment of additional demand notice on March 20, 2023, GEPCO installed the transformers and energized the connection.
- (ii) The total load of the Ramzan Town (Extension) is 662 kW. According to time frame for new connections given in NEPRA Performance Standards (Distribution) Rules-2005 read with Consumer Service Manual (CSM), DISCOs are required to provide electricity connection for load above 500 kW but not exceeding 5000 kW within seventy six (76) days of payment of demand notice. In the instant case, the demand notice was paid on July 28, 2022, therefore, according to the said provisions of the applicable documents; the electrification work should have been completed by October 12, 2022.
- (iii) According to the Clause 2.4.6 of Consumer Service Manual (CSM), "once demand notice is issued by DISCO and is paid by the applicant in full, no further charges/demand notice can be raised against the applicant on account of escalation of rates of material". The Complainant is liable to pay the cost of escalation of material if occurred during seventy six (76) days of payment of demand notice and not liable for escalation cost if occurred after the prescribed time frame.
- (iv) Moreover, GEPCO has issued revised demand notice by charging new rates against all other material which was drawn earlier in addition to new rates of two 200 KVA transformers, therefore, revision of rates for already drawn material from stores and installed at site is unjustified. GEPCO may revise the rates of undrawn material i.e. two 200 KVA transformers only in accordance with rates as applicable on October 12, 2022.

6. Foregoing in view, GEPCO is directed to withdraw the additional (revised) demand notice amounting to Rs. 2,955,680/- being unjustified and is violation of clause 2.4.6 of Consumer Service Manual (CSM) and paid amount be refunded to the Complainant, however, GEPCO can only charge difference of cost of two 200 kVA transformers in accordance with the rates of material i.e. 200 kVA transformers as applicable on October 12, 2022. Compliance report be submitted within fifteen (15) days.

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

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

  
(Naweed Illahi Shah)  
Convener, Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, October 05, 2023.

