



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**

TCD.03/3396-2023
August 11, 2023

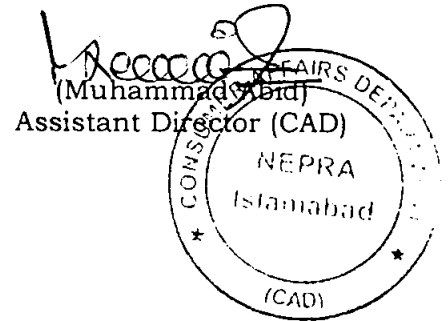
Chief Executive Officer,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.

Subject: **COMPLAINT FILED BY MR. ATIF NASRULLAH S/O NASRULLAH KHAN UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING
ISSUANCE OF ADDITIONAL DEMAND NOTICE (REF: # 24-12324-0363607-R)**
Complaint No. **GEPCO-GJW-18815-02-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated August 11, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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 (CAD),
Office # 87, Block M, Trust Plaza, Gujranwala.
Ph # 055-3822766
3. Mr. Atif Nasrullah S/o Nasrullah Khan,
Village Majrah Sharif, Opp. Police Station Kunjah,
Tehsil & District Gujrat.
Cell: 0301-6253586





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. GEPCO-GJW-18815-02-22

Mr. Atif Nasrullah S/o Nasrullah Khan
Village Majrah Sharif, Opposite Police Station Kunjah,
Tehsil & District Gujrat. Cell# 0301-6253586

.....Complainant

Versus

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

..... Respondent

Date of Hearings: 07th June, 2023

On behalf of:
Complainant: Mr. Atif Nasrullah

Respondent: Mr. Salman Khan, SDO (Operation) Kunjah GEPCO
Mr. Munir Ahmed, Revenue Officer Gujrat-2 GEPCO

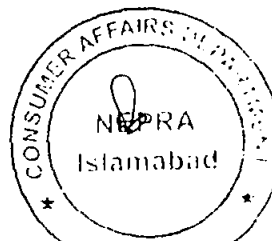
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATIF NASRULLAH S/O NASRULLAH KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE (REF # 24-12324-0363607-R)**

DECISION

Through this decision, the complaint filed by Mr. Atif Nasrullah S/O Nasrullah Khan, Village Majrah Sharif, Opposite Police Station Kunjah, Tehsil & District Gujrat (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"), is being disposed of.

2. The Complainant submitted that GEPCO installed a new transformer on January 13, 2022 for which he had paid a demand notice issued by GEPCO amounting to Rs.458,955/- in April 2021. Later on GEPCO served a new demand notice amounting to Rs. 188,500/- in lieu of less recovery for already installed transformer. The Complainant requested that GEPCO be directed to withdraw the additional demand notice.

3. The matter was taken-up with GEPCO for submission of parawise comments/report. GEPCO vide letter dated March 06, 2023 submitted that the Complainant applied for new connection on March 24, 2021. Subsequent to approval of application a demand notice amounting to Rs. 458,955/- was issued to the Complainant on April 12, 2021 which was paid on April 28, 2021. The connection of the Complainant was installed on January 31, 2022, however, at the time of installation of connection, the rate of material got enhanced. Therefore, an additional demand notice amounting to Rs. 188,500/- was served to the Complainant on account of difference of cost of transformer.





4. In order to proceed further a hearing was held at NEPRA Head Office, Islamabad on June 07, 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 a new industrial connection (B1b) to GEPCO, upon which GEPCO approved the case and issued a demand notice on April 12, 2021 amounting to Rs.458955/- for payment. The Complainant paid the demand notice in full on April 28, 2021 and the connection was installed by GEPCO on January 31, 2022. Later on, GEPCO issued another Demand Notice dated October 13, 2022 amounting to Rs. 188,500/- on account of difference of cost of material.
- (ii) The total load of the Complainant is 22 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 15 kW but, not exceeding 70 kW within thirty four (34) days of payment of demand notice. The demand notice was paid on April 28, 2021, therefore, according to the provision of CSM; the connection should have been installed by June 01, 2021.
- (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 escalation of material if occurred within thirty four (34) days of payment of first demand notice and not liable for escalation cost if occurred after the prescribed time frame. Moreover as per clause 2.7.1 of CSM, "cases where work is required to be carried out by DISCO and there is shortage of material or the material is not available due to any reason; DISCO may ask the sponsor / applicant to procure required material as per the specifications of DISCO at its own from the approved vendors of DISCO". So, if there was shortage of material GEPCO should have asked the applicant to procure the material as per aforementioned provision of CSM. In the instant case, neither consumer was asked to procure the material nor GEPCO installed the connection within stipulated time period.
- (iv) During the hearing GEPCO officials informed that due to spread of pandemic Covid-19, GEPCO did not receive material i.e. transformers from vendors and there was acute shortage of material till October 13, 2021, therefore, connection could not be installed in time. However, after October 13, 2021 it took more than three months to GEPCO to install the connection.

6. Keeping view the globally spread pandemic Covid-19 supply of all kind of material was disturbed across the globe. Therefore, GEPCO is directed to revise the additional demand notice in accordance with rates as applicable on October 13, 2021 when regular supply of material was started. Compliance report be submitted within fifteen (15) days.


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


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


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

Islamabad, August 11, 2023.

