



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office Ataturk Avenue (East),

Sector G-5/1, Islamabad.

Ph: 051-2013200, Fax: 051-260002183

**Consumer Affairs  
Department**

TCD.04/ <sup>4993</sup> -2023  
October 31, 2023

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

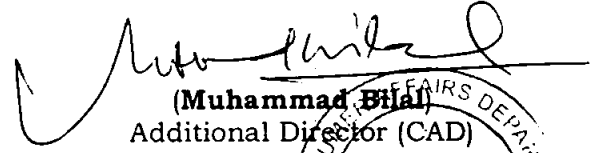
Subject: **DECISION OF THE COMPLAINT FILED BY MR. MUHAMMAD WASEEM SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING NON-PROVISION OF CONNECTION [APPLICATION # 12324020330]**  
Complaint No. **GEPCO-GJW-26155-07-23**

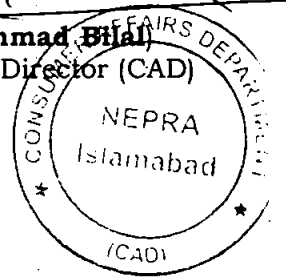
Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated October 31, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

**Copy to:**

1. C.E/ Customer Services Director,  
Gujranwala Electric Power Company (GEPCO),  
565/A, Model Town GT Road, Gujranwala.
2. Assistant Director (CAD),  
Office # 87-B, Block-M, Trust Plaza,  
Gujranwala. Ph # 055-3822766
3. Mr. Muhammad Waseem Shahzad,  
Mohalla Thana, Aqab Qabrstan,  
Urban Area Kunjah, Tehsil & District Gujrat.  
Mobile # 0300-5940619.

  
(Muhammad Bilal)  
Additional Director (CAD)





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

**Complaint No. GEPCO-GJW-26155-07-23**

**Mr. Muhammad Waseem Shahzad**

Mohalla Thana, Aqab Qabristan, Urban Area Kunjah,  
Tehsil & District Gujrat.

..... **Complainant**

**VERSUS**

**Gujranwala Electric Power Company (GEPCO)**

565/A, Model Town GT Road, Gujranwala.

..... **Respondent**

**Date of Hearing:** October 10, 2023

**On behalf of  
Complainant:**

Mr. Muhammad Waseem Shahzad

**Respondent:**

Mr. Muhammad Abid, DD (P&E), GEPCO

**Subject: DECISION OF THE COMPLAINT FILED BY MR. MUHAMMAD WASEEM SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING NON-PROVISION OF CONNECTION [APPLICATION # 12324020330]**

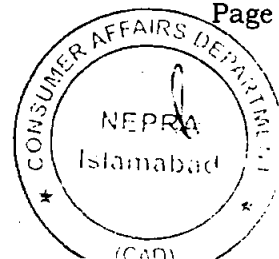
**Complaint No. GEPCO-GJW-26155-07-23**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Waseem Shahzad (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. NEPRA received a complaint from the Complainant dated April 07, 2023 wherein the issue agitated by the Complainant was that he applied for new connection, however, rejected his application on the basis of non-provision of No Objection Certificate (NOC) from TMO. The Complainant further submitted that premises in not a colony or declared housing society. Therefore, GEPCO may be directed to provide electricity connection.

3. The subject matter was taken up with GEPCO. GEPCO vide report dated July 19, 2023 submitted that being a plotting area and road at site, the premises comes under land Sub-Division, therefore, connection cannot be provided without proper NOC from concerned civic agency. In order to proceed further a hearing was held at NEPRA Head Office, Islamabad which was attended by both the parties and case was discussed in detail. During the hearing, complainant produced certificate from Assistant Commissioner and Deputy Commissioner of Gujrat whereby it is mentioned that the complainant's house is not existing in any Land Sub Division or Housing Colony. The Complainant also provided No Objection Certificate (NOC) issued by Municipal Committee Kunjah.



4. According to According to National Electric Power Regulatory Authority Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022, a distribution licensee shall ensure that all applicants and consumers are treated in a non-discriminatory, fair, transparent and just manner for provision of electricity. Under Article 9 and 14 of the Constitution of Islamic Republic of Pakistan, 1973 provision of electricity is Fundamental Right of all citizens. Non-supply of electricity to a citizen, tantamount to deprivation of this Fundamental Right as well as violation of Article 8 of the Constitution which says that any law, custom or usage having the force of law that is inconsistent or abridges a Fundamental Right is void and inoperable. The provision of electricity has also been interpreted as a Fundamental right by the Supreme Court of Pakistan. Moreover, the Complainant possess NOC of the concerned civic agency.

5. Foregoing in view, GEPCO is directed to provide electricity connection to the complainant after completion of all codal formalities from the nearest distribution transformer and in case if there is no any distribution transformer nearby, in that case connection be provided through an independent transformer on cost deposit basis. Compliance report be submitted within thirty (30) days positively.



**(Lashkar Khan Qambrani)**

Member, Consumer Complaints Tribunal/  
Director (CAD)



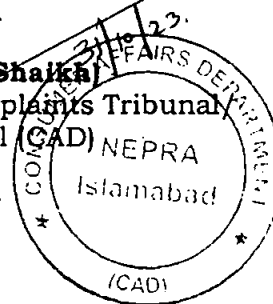
**(Muhammad Irfan-ul-Haq)**

Member, Consumer Complaints Tribunal/  
Assistant Legal Advisor (CAD)



**(Naveed Illahi Shaukat)**

Convener, Consumer Complaints Tribunal/  
Director General (CAD)



**Islamabad, October 31, 2023**