



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

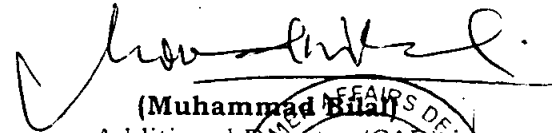
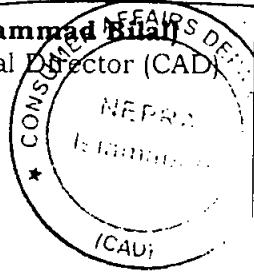
TCD.05/ 2643 -2023
June 26, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD UMAR NISAR S/O MALIK NISAR AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (REF # 29 12247 1099200, 22 12247 1084102, 29 12247 1084201)**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 26, 2023 (03 pages) regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)


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. Muhammad Umar Nisar S/o Malik Nisar Ahmad,
House No. 168/9, Mohalla Ghari Awan, Hafizabad.
Contact: 0343-6576720 (Mr. Zafar Iabal Asad, Advocate)



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

GEPKO-GJW-10319-01-22

Mr. Muhammad Umar Nisar,
House No. 168/9, Mohalla Ghari Awan, Hafizabad.
Contact: 0343-6576720 (Zafar Iqbal Asad)

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: March 26, 2022
April 27, 2023

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

Respondent: Mr. Mohsin Ali, XEN GEPKO
Mr. Samih Ullah Hanjra, SDO
Mr. Tajamal Hussain, RO GEPKO
Mr. Faiz Rasool, RO GEPKO

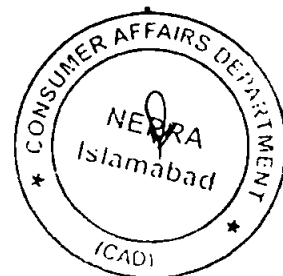
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD UMAR NISAR S/O MALIK NISAR AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPKO REGARDING EXCESSIVE BILLING (REF # 29 12247 1099200, 22 12247 1084102, 29 12247 1084201)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Umar Nisar s/o Malik Nisar Ahmed (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. The Complainant lodged complaint regarding excessive billing by GEPKO against three tube well connections. Detail is as under:

- (i) **Ref No. 29122471099200.** GEPKO replaced the meter in July, 2021, however, the same became display washed, block burnt, therefore, GPECO charged average billing for the period July-September, 2021. M&T report proved that 2304 units were charged excessively, therefore, the Complainant requested to direct GEPKO for withdrawal of excessive units charged by GEPKO.

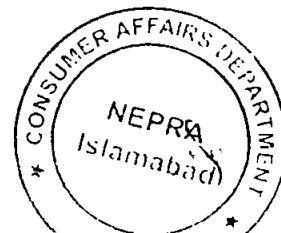


- 16/11/21
- (ii) **Ref No. 29122471084201.** GEPCO replaced the meter in November, 2021 and old removed meter was sent to M&T Department for checking wherein meter was declared 33.33% slow. GEPCO has charged 4231 units in excess upto December, 2021; therefore, the Complainant requested to withdraw excessive units charged by GEPCO.
- (iii) **Ref No. 29122471084102.** GEPCO replaced meter against the said reference number due to burning of terminals, however, new meter installed in replacement of old meter became defective (display opened), therefore, the Complainant did not use electricity supply from the connection and used other water resources. GEPCO charged average billing for the period April-December, 2021 and replaced the impugned meter in December, 2021. M&T report declared the meter "Display Opened" with accuracy "OK" and final reading index as 00002.00 which showed no consumption as claimed by the Complainant, therefore, the Complainant requested to withdraw average consumption charged by GEPCO during the period from April to December, 2021.

3. The case was taken up with GEPCO for para-wise comments. In response, GEPCO submitted report vide letter dated February 04, 2022. According to the report submitted by GEPCO, all meters were sent to M&T lab for checking. According to M&T report the Complainant was charged 2304 units excessively against reference No. 29122471099200 and 4231 excessive units were charged against reference No. 29122471084201. However, in the case of meter against reference No. 29122471084102 M&T Department reported accuracy of meter "OK" with "Display Opened" and final reading index as 00002.00. However, GEPCO charged excessive 1095 units for the period April-December, 2021 due to average billing. The Complainant raised certain observations on the report submitted by GEPCO pertaining to reference No. 29122471084102.

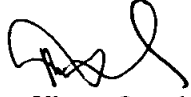
4. In order to arrive at an informed decision hearings were held wherein both the parties (i.e. GEPCO & the Complainant) participated and the case was discussed in detail. During the hearing, both the parties apprised that grievances of the Complainant regarding two reference Nos. (i.e. 29-12247-1099200, 29-12247-1084201) have been resolved, however, the Complainant showed dissatisfaction on the adjustment in regard of connection bearing reference No. 22-12247-1084102. The meter of the said connection was replaced during the month of April, 2021 due to burning of terminals. The Complainant claimed that at the time of replacement of meter in April 2021, the display of meter was already opened, therefore, they did not use electricity through the impugned meter. In December, 2021, the impugned meter was again replaced by GEPCO and sent to M&T Department for checking. GEPCO vide report dated February 04, 2022 submitted that M&T Lab declared the meter "Display Opened", however, accuracy was "OK". GEPCO officials apprised that the Complainant was charged 1095 units excessively while charging of average billing during the period April-December, 2021.

5. It is pertinent to mention here that M&T report did not mention any consumption on meter which remained installed at site for about nine (09) months (April-Dec, 2021), against Reference No. 29122471084102, therefore, M&T report is doubtful and cannot be considered. Moreover, the Complainant could not submit any proof regarding non-utilization of electricity through impugned meter. According to Clause-4.3.1 of Consumer Service Manual (CSM) when meter becomes defective DISCO shall replace the meter immediately, however, if meters are not available; DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months. GEPCO charged 1095 units in excess while charging the consumption on average basis, however, the Complainant submitted that charging of average billing is not fair due to seasonal effect of crops, therefore, during the hearing held on April 27, 2023 GEPCO officials were directed to charge bill to the Complainant equal to the consumption of same months of next year i.e.

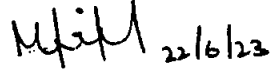


April-December, 2022 recorded by healthy meter and adjustments be made in next billing cycle. Already charged units are required to be adjusted accordingly.

6. Foregoing in view, GEPCO is directed to charge bill to the Complainant for disputed period i.e. April-December, 2021; equal to the consumption of same months of next year i.e. April-December, 2022 recorded by healthy meter and adjustments be made in next billing cycle. Compliance report be submitted within fifteen (15) days.



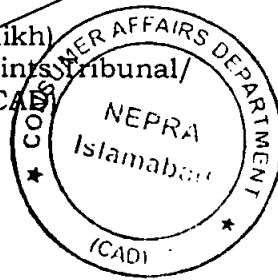
(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)

 22/6/23

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



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



Islamabad, June 21, 2023