



**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.03/1594-2024  
April 02, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD WASEEM AKHTAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING REFUND OF CAPITAL COST (DN # 736)**  
Case No. GEPCO-GJW-25322-06-23

Please find enclosed herewith the decision of the Complaints Resolution Committee dated April 02, 2024 regarding the subject matter for necessary action.

**Encl: As above**

  
(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. XEN Operation,  
Gujranwala Electric Power Company (GEPCO),  
Wazirabad, Gujranwala.
3. Mr. Wasim Akhtar S/O Manzoor Aleem,  
Sakin Mohalla Jinnah Town, Street # 6, Ghakhar,  
Tehsil Wazirabad, District Gujranwala.  
Cell#0300-6453426



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

**Complaint No. GEPCO-GJW-25322-06-23**

**Mr. Waseem Akhtar,**  
Sakin Mohalla Jinnah Town, Street # 6, Ghakhar,  
Tehsil Wazirabad, District Gujranwala.  
Cell#0300-6453426

..... **Complainant**

**Versus**

**Gujranwala Electric Power Company (GEPCO)**  
Office # 87-B, Block-M, Trust Plaza, Gujranwala

..... **Respondent**

**Date of Hearing:** September 26, 2023,

**On behalf of:**

**Complainant:** Mr. Muhammad Waseem Akhtar

**Respondent:** Mr. Muhammad Afzal, DAO (Wazirabad), GEPCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD WASEEM AKHTAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING REFUND OF CAPITAL COST (DN # 736)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Waseem Akhtar (hereinafter referred to as "the Complainant") against Gujranwala Electric Power Company Limited (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 in his complaint raised issue regarding refund of capital cost paid vide DN# 736 for new connection. The matter was taken up with GEPCO and a hearing was held on September 26, 2023 at NEPRA Regional Office, Gujranwala. The hearing was attended by both the parties (GEPCO and the Complainant) wherein the matter was discussed in detail. During the hearing, GEPCO apprised that the Complainant applied for new connection whereby a demand notice amounting to Rs. 218,600/- was issued to the Complainant which was paid by the Complainant within due date. Accordingly, required material against the paid demand notice was drawn from store and transported at site, however, due to issue of right of way, the connection was not installed and material was returned to store.

3. Subsequently, the Complainant approached GEPCO for refund of capital cost and GEPCO issued a cheque amounting to Rs. 187,371/- on account of refund of capital cost after deduction of 14% transportation charges in the light of GEPCO's Memo No. 75448-60/P&E/Circular dated June 05, 2013 which envisages that 16% of cost value of material and 12% of cost as store handling charges will be deducted if the prospective consumer

shows no interest in getting electricity connection. However, the Complainant refused to receive the cheque amounting to Rs. 187,371/- prepared after deduction of amount with respect to transportation charges (Rs. 31229/-) and requested for refund total cost of capital i.e. Rs. 218,600/- without any deduction.


4. According to Clause – 14.3 of Consumer Service Manual (CSM) right of way is the responsibility of the consumer. Moreover, Clause-2.5 of CSM provides that DISCO shall charge 8% installation charges (which includes all the charges whatsoever including transportation/labor charges etc.). In the instant case GEPCO moved its resources (men & material) for installation of connection, however, the same could not be installed due to issue of right of way which is the responsibility of the Complainant. Therefore, GEPCO should have deducted amount equal to installation charges i.e. 8% instead of 14% of total cost of material.

5. Foregoing in view GEPCO is directed to refund amount of demand notice after deduction of amount equal to 8% (installation charges) of capital cost. Further, proceedings in the matter are being closed by this office in above terms.

5۔ مندرجہ بالا حقائق کی روشنی میں گیس کو کو ہدایت کی جاتی ہے کہ سامان کی کل قیمت میں سے 8% انسٹالیشن چارجز کی مد میں کوئی کر کے ڈیمانڈ نوٹس کی باقی رقم شکایت کنندہ کو واپس کر دے۔ اوپر دی گئی ہدایات کی روشنی میں اس کیس میں مزید کارروائی بند کی جا رہی ہے۔



(Lashkar Khan Qambrani)  
Member Complaints Resolution Committee (CRC)/  
Director (CAD)



(Moqem Ul Hassan)  
Member Complaints Resolution Committee (CRC)/  
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh) 02/04/24  
Convener, Complaints Resolution Committee (CRC)/  
Director General (CAD)

Islamabad, April 02, 2024