



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.03/ 3020-2024
July 04, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT OF MR. MUHAMMAD RIZWAN SAQIB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING CORRECTION OF BILL (A/C# 30-12247-0803805).
Complaint No. GEPCO-NHQ-35211-02-24

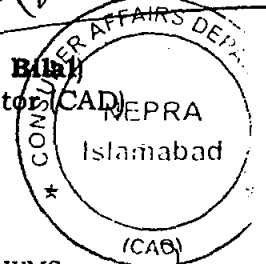
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated July 04, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Registrar/ Assistant Registrar,
Wafaqi Mohtasib (Ombudsman)'s Secretariat,
Regional Office,
House No. 02, Khawaja Street D.C Road,
Near Allied Bank, Gujranwala.
2. C.E/ Customer Services Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
3. Mr. Muhammad Rizwan Saqib, R/o Thatha
Khokharan, Near Phatak, Hafizabad.
Cell: 0307-4901804

(Muhammad Bilal)
Additional Director (CAD)
With reference to letter No. WMS-
GRW/0000153/24 Dated 26.02.2024



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-35211-02-24.

Mr. Muhammad Rizwan Saqib,
R/O Thatha Khokharan, Near Phatak, Hafizabad.
Cell# 0307-4901804.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: April 17, 2024

On behalf of:
Complainant: Mr. Muhammad Rizwan Saqib

Respondent: Mr. Zafar Iqbal, SDO, GEPCO
Mr. Muhammad Zubair, RO GEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RIZWAN SAQIB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING CORRECTION OF BILL (REF # 30-12247-0803805)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Rizwan Saqib (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. Brief facts of the case are that the Complainant was charged a detection bill amounting to Rs. 9,17,335/- on the basis of 33.3% slowness for the period from August, 2023 to December, 2023. The Complainant approached GEPCO for redressal of grievances, however, his issue remained unresolved. Subsequently the Complainant approached NEPRA for resolution of his grievances and requested to direct GEPCO for withdrawal of the detection bill.

3. The matter was taken up with GEPCO for submission of report. In response, GEPCO vide report dated January 11, 2024 submitted that meter of the Complainant was declared 33.33% slow by M&T Department vide report dated October 27, 2023. Accordingly, a notice dated January 11, 2024 was served to the Complainant. Therefore, a detection bill for 12415 units for the period of August 2023 to December 2023, (05 months) on the basis of 33.33% slowness was charged to the Complainant.

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CRC Decision: Mr. Muhammad Rizwan Saqib vs GEPCO (GEPCO-NHQ-35211-02-24)



4. In order to proceed further, a hearing was held on April 17, 2024 at NEPRA Regional Office, Gujranwala which was attended by both the parties (GEPCO and the Complainant) and advanced their arguments based on their earlier submissions.

5. The case has been examined in detail in the light of the written/verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant is a commercial consumer of GEPCO under reference No. 30122470803805. M&T Department checked the impugned meter on October 27, 2023 and found 33% slow. Therefore, GEPCO charged a detection bill of 12415 units for period from August, 2023 to December, 2023 (five months) on the basis of 33.33% slowness due to yellow phase dead. GEPCO officials visited the site on March 12, 2024 and replaced the damaged CT. After replacement of CT accuracy of meter was found within permissible limits, therefore, same meter was installed at the premises.
- (ii) According to Clause 4.3.3 of the Consumer Service Manual (CSM) if slowness of meter is established, charging of a bill for the quantum of energy lost if any shall not be more than two billing cycles. Moreover, multiplying factor will be enhanced for charging of actual consumption till replacement of the defective meter, however, GEPCO charged detection bill for the period of five (05) months in violation of above mentioned provisions of Consumer Service Manual (CSM).
- (iii) Moreover, Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. There is no allegation against the Complainant for involvement in theft of electricity/ tampering of energy meter.

6. Foregoing in view, GEPCO is directed to revise the supplementary bill from five (05) months to two (02) previous months prior to date of checking of meter on the basis of 33.3% slowness. Moreover, multiplying factor be enhanced after date of checking of meter till replacement of meter. Compliance report be submitted within fifteen (15) days.

6-مندرجہ بالا حقائق کے تناظر میں، گیسکو کو ہدایت کی جاتی ہے کہ 33.33 فیصد سست روی کی بنیاد پر جاری کیے گئے 12415 یونٹس کے جرمانے کے بل کو پانچ (05) ماہ کی بجائے میٹر کی جانچ کی تاریخ سے پہلے کے دو (02) ماہ میں تبدیل کرے اور میٹر کی جانچ کی تاریخ کے بعد میٹر کی تبدیلی تک اسی کے مطابق جزدی ضربی کو بڑھایا جائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)
Director (CAD)

(Moqees Ul Hassan)

Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)

(Naweed Illah) Shaikh

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, July 04, 2024

