



**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**

POL.05/ 1438 -2024  
March 19, 2024

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 NAEEM  
S/O ABDUL HAMID UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST  
GEPCO REGARDING DELAY IN REPLACEMENT OF DAMAGED TRANSFORMER  
(REF # 24121321381000)  
Case No. GEPCO-GJW-28284-09-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated March 19, 2024 regarding the subject matter for necessary action.

**Encl: As above**

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),  
Division-III, Gujranwala.
3. Assistant Director (CAD),  
Office # 87, Block M, Trust Plaza, Gujranwala.  
Ph # 055 3822766
4. Mr. Muhammad Naeem S/O Abdul Hamid,  
264-A, Phase-2, Citi Housing, Gujranwala.  
Cell: 0301-6673470

*(Signature)*  
**(Muhammad Abid)**  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(CAD)



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

**Complaint No. GEPCO-GJW-28284-09-23**

**Mr. Muhammad Naeem S/O Abdul Hamid,**  
264-A, Phase-2, Citi Housing, Gujranwala,  
Tehsil Wazirabad, District Gujranwala.  
Cell# 0301-6673470

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** October 05, 2023

**On behalf of:**

**Complainant:** Mr. Muhammad Naeem S/O Abdul Hamid

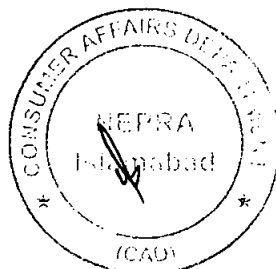
**Respondent:** Mr. Awais Ahmed Addl. XEN, GEPCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NAEEM S/O ABDUL HAMID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DELAY IN REPLACEMENT OF DAMAGED TRANSFORMER (REF # 24121321381000)**

**Decision**

This decision shall dispose of the complaint filed by Mr. Muhammad Naeem s/o Abdul Hamid (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. NEPRA received a complaint from Mr. Muhammad Naeem wherein the Complainant agitated the issue regarding delay in replacement of damaged independent transformer. The matter was taken up with GEPCO and a hearing was held on October 05, 2023 at NEPRA Regional Office, Gujranwala. The hearing was attended by both the parties (GEPCO and the Complainant) and matter was discussed in detail. During the hearing, the Complainant apprised that his 25kVA independent transformer became defective due to an illegal connection installed by GEPCO, however, GEPCO official(s) denied the allegations leveled by the Complainant and informed that premises of the Complainant was checked by M&T team. During the checking, oil of the impugned transformer was found wet due to heavy rain which caused in burning of transformer. Accordingly, a demand notice amounting to Rs. 40,300/- was served to the Complainant as cost of reclaimed 25 KVA transformer which has not been paid by the Complainant. Upon payment of the said demand notice a reclaimed transformer will be installed.

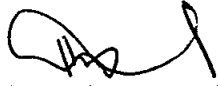


3. The case has been examined in detail in the light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been concluded:

- (i) The Complainant is an industrial consumer of GEPCO under reference No. 24121321381000 with sanctioned load of 18 kW and an independent transformer installed against the above connection became defective. The Complainant claimed that the damage was occurred due to installation of another connection on the same transformer without his consent/NOC, however, GEPCO official denied the allegations leveled by the Complainant. Moreover, GEPCO vide report dated September 26, 2023 informed that the impugned transformer was burnt due to wet owing to heavy rain/stormy weather.
- (ii) Moreover, according to Clause-12.3 of Consumer Service Manual (CSM) the consumer is responsible to monitor and implement safety and security standards within his/her own premises, therefore, if there was any activity of illegal connection from his dedicated transformer, he should have pointed out the same to GEPCO for disconnection. However, the complainant could not provide any proof regarding provision of another connection from his independent transformer.
- (iii) According to Clause -8 (2) of NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022 the cost so incurred for replacement of any equipment including switchgear, transformer, high and low tension lines in the Dedicated Distribution System shall be borne by the consumer. Therefore, the Complainant is responsible for maintenance of damaged transformer.

4. Foregoing in view, GEPCO is directed to restore the electricity supply of the Complainant by installation of a reclaimed transformer on cost deposit basis. Further proceedings in the matter are being closed in above terms.

4. مندرجہ بالا حقائق کے پیش نظر، گیکو کو ہدایت کی جاتی ہے کہ ایک قابل استعمال ٹرانسفارمر لگا کر شکایت کنندہ کی بجلی کی ترسیل بحال کرے، جس کے اخراجات شکایت کنندہ برداشت کرے گا۔ اس کیس میں مزید کارروائی اوپر دی گئی ہدایات کی روشنی میں بند کی جا رہی ہے۔



(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/  
Director (CAD)



(Moqeem-ul-Hassan)

Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, March 19, 2024

