



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

**Regional Office**

Office # 37-B, Block-M, Trust Plaza Gujranwala

Ph # 055-3822766

**Consumer Affairs  
Department**

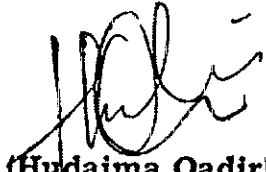
ROL.05/ 1123 -2024  
February 20, 2024

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. KHADIM HUSSAIN  
SAJJAD S/O HABIB ULLAH UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST GEPCO REGARDING DETECTION BILL & NON-DELIVERY OF ELECTRICITY  
BILL (REF # 14122114158300)**

Please find enclosed herewith the decision of the NEPRA, dated February 20, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Hudaïma Qadir)  
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),  
Cantt, Gujranwala.
3. Mr. Khadim Hussain Sajjad S/O Habib Ullah,  
Sakin 492, Neelam Block, Street No. 17,  
DC Colony, Gujranwala.  
Mobile # 0300-6422317.



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

**Complaint No. GEPCO-GJW-28865-09-23**

Mr. Khadim Hussain Sajjad S/O Habib Ullah,  
Sakin 492, Neelam Block, Street No. 17,  
DC Colony, Gujranwala.  
Cell# 0300-6422317.

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:**      October 11, 2023

**On behalf of:**          Nazar Hussain  
**Complainant:**

**Respondent:**          Bilal Abbas, RO (Gujranwala), GEPCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHADIM HUSSAIN SAJJAD S/O HABIB ULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION BILL & NON-DELIVERY OF ELECTRICITY BILL (REF # 14 12211 4158300)  
Case No. GEPCO-GJW-28865-09-23.

**DECISION**

This decision shall dispose of the complaint filed by Mr. Khadim Hussain Sajjad (hereinafter referred to as "the Complainant") against Gujranwala Electric Supply 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 submitted that GEPCO has charged him detection bill of 3301 units during the month of July, 2023 and the electricity bills are not delivered to his premises. The complainant approached GEPCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

3. The matter was taken up with GEPCO for submission of parawise comments/report. In response, GEPCO reported that the Complainant's meter was checked by M&T on June 30, 2023 and was found one phase dead stop (i.e., 33% slowness) and the Complainant was charged a detection bill of 3301 units for the period of six (06) months w.e.f. August, 2022 to January, 2023 on the basis of connected load (i.e., 6 kW + 02 ACs).

4. In order to probe further into the matter, hearing was held on October 11, 2023 at NEPRA Regional Office, Gujranwala which was attended by representatives of both the parties who 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 and applicable law. The following has been concluded:

- i. The Complainant's meter was found defective (i.e., one phase dead stop i.e., 33% slow) and the Complainant was charged detection bill of 3301 units during the month of August, 2023 for the period of six (06) months w.e.f. August, 2022 to January, 2023 on the basis of connected load (i.e. 6 kW + 02 ACs). The meter of the Complainant was replaced in March, 2023.
- ii. There is no allegation against the complainant for involvement in theft of electricity.

Relevant Clauses of NEPRA Consumer Service Manual (CSM) elaborate that;

- 4.3.3 (c) i. "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation".
- 4.3.3 (c) ii. "Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles".

مندرجہ بالا حقائق کے پیش نظر، گیپ کو ہدایت کی جاتی ہے کہ:

- i. دو سارف کماؤ اگست 2023 میں میٹر کی سست روئی کی بنیاد پر چارج کیا گیا 3301 یونٹس کا ڈیٹیکشن بل واپس لے اور سہ ماہی میں روٹی میں دو مہینوں (یعنی دسمبر 2022 اور جنوری 2023) کے لیے 33 فیصد سست روئی چارج کرے۔
- ii. مزید برآں ماہ فروری اور مارچ 2023 کے بجلی بلوں کو بھی 33 فیصد سست روئی پر چارج کیا جائے۔
- iii. بجلی کے بڑے مہما باقاعدگی سے فکارت کنندہ کے گھر پہنچائے جائیں۔
- iv. درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Hudaima Qadir)  
Assistant Director (CAD)

(Engr. Dr. Bilal Masood)  
Additional Director (CAD)

Gujranwala, February 20, 2024

Gujranwala