



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Regional Office

Office # 87-13, Block-M, Trust Plaza Gujranwala

Ph # 055-3822766

**Consumer Affairs
Department**

TCD.10/ 1012 -2025
January 03, 2025

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. AHMED BUTT S/O TARIQ JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (REF # 13122112246006) CASE NO. GEPCO-GJW-30568-11-23.

Please find enclosed herewith the decision of the Complaints Resolution Committee dated January 03, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

(Hudaima 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. Ahmed Butt S/O Tariq Javed,
House No. 26, Street No. 2, Pahse. 1, Gujranwala Cantt.
Mobile # 0302-8600033.



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

Complaint No. GEPCO-GJW-30568-11-23

Mr. Ahmed Butt S/O Tariq Javed,
House No. 26, Street No. 2, Pahse. 1, Cantt,
Gujranwala.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: November 21, 2024

On behalf of:
Complainant: Mr. Ahmed Butt S/O Tariq Javed

Respondent: Bilawal Warriach, Revenue Officer (Gujranwala), GEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED BUTT S/O TARIQ JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (REF # 13122112246006)**
CASE NO. GEPCO-GJW-30568-11-23.

DECISION

This decision shall dispose of the complaint filed by Mr. Ahmed Butt S/O Tariq Javed (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 stated in the complaint that on August 30, 2023, a large tree fell on the pole where the meter was installed. As a result, the meter's output wiring was short-circuited, causing the meter to record a significantly higher reading as compared to the past consumption pattern. Subsequently, GEPCO billed 2433 units in September 2023. The complainant disputed the 2433 units charged, prompting GEPCO to issue a revised bill for 1169 units. However, the complainant feels that the charged units are still higher than the average/previous consumption. The complainant paid the bill out of concern for the potential disconnection of electricity supply. When the complainant approached GEPCO, his issue was not resolved. Therefore, the complainant escalated the matter to NEPRA for correction of the bill and resolution of the grievance.

3. The matter was raised with GEPCO for the submission of parawise comments/report. In response, GEPCO submitted that the load side cable of complainant's meter had been damaged/ruptured and short-circuited with the pole structure through a thunderstorm. Upon inspecting the site, it was found that the connected load of the premises was 6.209 kW, while the

Maximum Demand Indicator (MDI) recorded 16.9 kW in September 2023, resulting in charging of 2433 units. Additionally, the meter was sent to the M&T Cantt Circle in Gujranwala for further examination. The M&T report confirmed that the meter's accuracy was satisfactory ("Meter Accuracy OK") whereas only 1169 units should have been billed to the complainant for September 2023, instead of the 2433 units, on the basis of connected load. Consequently, the SDO Cantt issued a letter on October 30, 2023, requesting the correction of the electricity bill. The revised bill, amounting to Rs. 66,680/-, was issued by RO Cantt Gujranwala, and the consumer paid the bill.

4. To further investigate the matter, a hearing was conducted on November 21, 2024, at the NEPRA Regional Office in Gujranwala. Representatives from both parties attended the hearing and presented their arguments, which were based on their previous submissions.

5. The case has been thoroughly examined in light of the written and verbal arguments from both the parties, as well as the applicable laws. The following conclusions have been drawn:

- i. The incident occurred on August 30, 2023, while the meter reading is taken on the 19th of every month.
- ii. On October 5, 2023, GEPCO officials, including Line Men Mr. Irfan and Mr. Nasir, visited the site and revealed that meter's output PVC cable was ruptured and was in in contact/touched with the pole, causing the meter to record a higher reading, including the units consumed in leakage of current through pole. Once the cable was fixed by removing the fault and reconnected properly, the meter's reading returned to its normal pattern.
- iii. Due to the short-circuit/current leakage of cable, the complainant was charged for exorbitant 2433 units in September 2023, based on MDI of 16.9 kW.
- iv. The PITC data from the past two years indicates the complainant's consumption history as follows:

Sr. No.	Month	Year 2021	Year 2022	Year 2023
1.	December	148	207	-
2.	November	128	190	-
3.	October	360	359	787
4.	September	631	580	2433
5.	August	659	740	689
6.	July	630	676	595
7.	June	447	654	453
8.	May	202	710	485
9.	April	134	495	328
10.	March	131	215	196
11.	February	142	153	175
12.	January	161	236	177

The above tabulated complainant's consumption record does not show any instances of consumption as high as 2433 units in the past consumption pattern. Moreover, there are no allegations against the complainant regarding involvement in electricity theft.

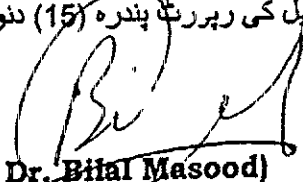
6.

The investigation and facts outlined above indicate that the consumer was overcharged due to the cable being short-circuited with the pole, resulting in over-shooting of the meter. Therefore, the consumer be billed for the corresponding consumption of the previous year, i.e., 580 units for September and 359 units for October, instead of the 2433 units against September 20243 and 787 units against October 2023 which were incorrectly charged.

7. مندرجہ بالا حقائق کے پیش نظر، گپکو کو ہدایت کی جاتی ہے کہ وہ صارف کو تمام (ستمبر 2023 کے 787 اور اکتوبر 2023 کے 2433) یونٹس کی رقم کو واپس کریں اور دو ماہ کا اوسط بل یعنی (ستمبر اور اکتوبر 2022) وصول کیا جائے اور عمل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Hudaima Qadir)
Member Complaints Resolution
Committee/Assistant Director



(Engr. Dr. Bilal Masood)
Member Complaints Resolution
Committee/Additional Director

Gujranwala, January 03, 2025