



# National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

## Regional Office

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

Ph # 055-3822766

### Consumer Affairs Department

TCD.10/1109-2025

February 20, 2025

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

Subject: **COMPLAINT FILED BY MR. SHAHBAZ AHMAD S/O GHULAM RASOOL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING CORRECTION OF BILL & RESTORATION OF ELECTRICITY SUPPLY (REF # 31121521371400)**  
**Case No. GEPCO-GJW-47314-11-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated February 20, 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),  
Division Nowsheravirkan, Gujranwala.
3. Mr. Shahbaz Ahmad S/O Ghulam Rasool,  
R/O Village Hardo Udhay Virkan,  
Tehsil Noshara Virkan, District Gujranwala.  
Mobile # 0300-7460677.



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

**Complaint No. GEPCO-GJW-47314-11-24**

**Mr. Shahbaz Ahmed S/O Ghulam Rasool,**  
R/O Village Hardo Udhay Virkan,  
Tehsil Noshera Virkan, District Gujranwala.  
Cell# 0300-7460677.

..... Complainant

**VERSUS**

**Gujranwala Electric Power Company (GEPCO)**  
565/A, Model Town GT Road, Gujranwala

..... Respondent

**Date of Hearing:** January 21, 2025  
January 14, 2025  
January 07, 2025

**On behalf of:**

**Complainant:** Mr. Shahbaz Ahmed S/O Ghulam Rasool

**Respondent:** Mr. Muhammad Ejaz, Revenue Officer (RO), GEPCO

**Subject:** COMPLAINT FILED BY MR. SHAHBAZ AHMAD S/O GHULAM RASOOL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING CORRECTION OF BILL & RESTORATION OF ELECTRICITY SUPPLY (REF # 31121521371400)

Case No. GEPCO-GJW-47314-11-24

**DECISION**

This decision shall dispose of the complaint filed by Mr. Shahbaz Ahmed (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 submitted that the complainant's meter bearing Reference # 31-12152-1371400 became defective in July 2024. GEPCO officials removed the meter and issued exorbitantly high bill. The meter was replaced in August 2024. Since, the complainant was unable to pay the hefty amount of bill, GEPCO officials disconnected the supply. 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 meter of aforementioned consumer became defective in July 2024. In view of the said, defective code was allotted and 5442 units against July 2024 were charged as per previous year consumption. The old defective meter was replaced and new meter installed in next month. The old meter was sent to M&T lab for result and M&T lab issued result as "Meter dead stop", due to said discrepancy a Detection bill of 1317 units was charged for June 2024 (one month) later on as per previous year consumption. The meter of the consumer has been disconnected due to non-payment of GEPCO liable dues.

4. In order to probe further into the matter, hearings were held at NEPRA Regional Office, Gujranwala which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. 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 is an agricultural consumer (D-2b(50)T) of GEPCO bearing Reference # 31-12152-1371400 with a sanctioned load of 6 kW. The complainant's meter became defective in July 2024, after which GEPCO allotted "DF" code and charged 5442 units for the month of July 2024 as per last year's consumption. Besides, GEPCO charged units i.e. 1317 for the month of June 2024 based on the previous year's consumption. It is worth mentioning that these 1317 units were charged in September 2024 after the issuance of result of M&T lab.
- ii. The complainant paid two installments and the meter was replaced in August 2024. However, the complainant stopped paying the bill afterwards, therefore the supply was disconnected in November 2024 till date.
- iii. The consumer contested these units and claimed that he and his brother used to share the meter in 2024. However, now they have been separated so the units charged be divided by half. In view of the said, GEPCO was directed to visit the site and verify the same. Complying the directions, GEPCO conducted site visit and reported that:
  - a) It has been verified through local inhabitants that the said complainant installed solar panel of 800W at his agriculture tube-well for 08 months ago.
  - b) The exact ownership of the land could not be verified.
- iv. The perusal of last five years' record of complainant indicates that consumer was wrongly charged 5442 units in July 2023. The record doesn't show this much higher reading other than the above-mentioned instant.
- v. Analysis of the record provided by both parties reveals that units charged against the months of June and July need to be revised as tabulated below,

	June 2024 (Units)	July 2024 (Units)
Units charged by GEPCO	1317 (healthy units)	5442 (wrongly charged units)
Average units calculated as per connected load of 7.46kW	-	2722
Units for which RO, GEPCO agreed to withdraw for 800 W installed solar panels on tubewell connection	134.4	138.88
Units be charged	1317-134.4 =1183	2722-138.88 =2583

5. مندرجہ بالا حقائق کے پیش نظر گپکو کو ہدایت کی جاتی ہے کہ جون میں 1317 یونٹس کی بجائے 1183 اور جولائی میں 5442 یونٹس کی بجائے 2583 یونٹس کا صارف سے بل وصول کیا جائے اور تعمیل کی رپورٹ ہندوہ (15) دنوں کے اندر پیش کی جائے۔

  
(Hudaima Qadir)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Gujranwala, February 20, 2025