



**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.10/1633 -2025  
January 10, 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 IFTIKHAR AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING CORRECTION OF MDI (REF # 24121110799300) CASE NO. GEPCO-GJW-45472-10-24.**

Please find enclosed herewith the decision of Complaint Resolution Committee, dated January 10, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
**(Hudaib 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. Iftikhar Ahmed,  
R/O 222-A, Model Town, Gujranwala.  
Mobile # 0333-8295931.



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

**Complaint No. GEPCO-GJW-45472-10-24**

**Mr. Iftikhar Ahmed**  
R/O 222-A, Model Town, 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. Iftikhar Ahmed

**Respondent:** Mr. Muhammad Waseem, Revenue Officer (Gujranwala), GEPCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY IFTIKHAR AHMED**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION**  
**AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO**  
**REGARDING CORRECTION MDI (REF # 24121110799300)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Iftikhar 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 submitted that he runs a clinic under the above-mentioned account number wherein he has installed a net-metering solar system. In July 2023, GEPCO mistakenly charged 65 Maximum Demand Indicator (MDI), which does not relate to the sanctioned load of 5 kW. In the aftermath of this discrepancy, GEPCO is charging additionally 25% of the incorrect MDI i.e.  $65 \text{ MDI} \times 0.25 = 16 \text{ MDI}$  along with the regular bill from July 2024 and onwards. The Complainant requested that the MDI be corrected and the actual MDI be charged. Additionally, the Complainant requested a refund for the wrongly charged MDI from July 2023 to September 2024. The Complainant made several attempts to rectify the bill by visiting GEPCO, but his efforts were unsuccessful. Consequently, the complainant raised the matter before NEPRA for the addressal of this grievance.

3. The matter was taken up with GEPCO for submission of parawise comments/report. In response, GEPCO submitted that the matter has been investigated through SE, GEPCO City Circle, Gujranwala, who reported that, in July 2023, the complainant's meter recorded an MDI of 65 kW. The complainant neither informed nor approached the concerned office, and did not file any complaint regarding the subject issue. In addition to the said, GEPCO asserted that the billing for


July 2024 to September 2024 was charged at 25% of the highest recorded MDI (wrong MDI i.e. 65 kW in the instant case), as per NEPRA's revised policy and directions vide Letter No. NEPRA/R/ADG(Trf)/TRF-100/0607-26.


4. In order to probe further into the matter, hearing was held on November 21, 2024 at NEPRA Regional Office, Gujranwala which was 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 has a commercial meter installed since 2011 and added a net-metering solar system in 2021.
- ii. In July 2023, GEPCO wrongly charged an MDI of 65 kW. The consumer didn't notice this discrepancy till the time, the bill was running in credit due to net-metering.
- iii. GEPCO official has corroborated that recorded MDI of 65 kW is impossible keeping in view the installed load at the premises of the said consumer thus needs to be corrected.
- iv. Therefore, it is concluded that bill for the month of July 2024 and onwards is being affected due to the highest recorded MDI (wrongly charged MDI of 65 kW).

6. Foregoing in view, GEPCO is directed to correct the MDI of July 2023 and issue a refund for the incorrectly charged bills of July 2023, July 2024 and onwards till the issuance of this decision:

7. مندرجہ بالا حقائق کے پیش نظر، گپکو کو ہدایت کی جاتی ہے کہ وہ MDI کو درست کرے اور (جولائی 2024 سے لیکریہ فیصلہ جاری ہونے تک) غلط چارج شدہ MDI کی رقم کو واپسی جاری کرے۔

  
(Hudaima Qadir)  
Member Complaints Resolution  
Committee/  
Assistant Director (CAD)

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

Gujranwala, January 10, 2025