



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/ 15²/₂ -2024
May 30, 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. KAMRAN ALI S/O MUHAMMAD YUNAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING COST FOR REPLACEMENT OF METER (REF # 21-12122-1197502-U)**

Please find enclosed herewith the decision of the NEPRA, dated May 30, 2024 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-II, Gujranwala.
3. Mr. Kamran Ali S/O Muhammad Younas,
Umer Farooq road, Near Bhutta Centre,
Gt Road, Gujranwala.
Mobile # 0303-4691205.



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

Complaint No. GEPCO-GJW-26989-07-23

Mr. Kamran Ali S/O Muhammad Younas,
Umer Farooq road, Near Bhutta Centre,
Gt Road, Gujranwala.
Mobile # 0303-4591205.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: April 17, 2024

On behalf of:

Complainant: Mr. Kamran Ali S/O Muhammad Younas

Respondent: SDO, Sheran Wala Bagh (Gujranwala), GEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KAMRAN ALI S/O MUHAMMAD YOUNAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING COST FOR REPLACEMENT OF METER (REF # 21-12122-1197502-
U)

DECISION

This decision shall dispose of the complaint filed by Mr. Kamran Ali S/O Muhammad Younas (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 his electricity meter bearing reference number 21-12122-1197502 and sanctioned load of 3kW got burnt on June 30, 2023 due to rain. In the aftermath of the said, he deposited the DN bearing No. 4152 of Rs. 37,968/- in the HBL branch on July 05, 2023. The complainant states that it is the responsibility of the GEPCO to replace the meter burnt due to weathering effect i.e. rain in the instant case. Therefore, the amount of DN paid be refunded to him. The complainant approached GEPCO office, however, his grievance was not addressed. Subsequently, the complainant approached NEPRA for the same.

3. The matter was taken up with GEPCO for submission of para-wise comments/report. In response, GEPCO reported that the matter has been investigated through S.E GEPCO City Circle Gujranwala, who has reported that meter was burnt due to internal fault of meter and the wiring of consumer is also very old. Moreover, the data could not be downloaded as the I.C. is short.

4. In order to probe further into the matter, hearing was held on April 17, 2024 at NEPRA Regional Office, Gujranwala which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. It is concluded that there was no fault of wiring which could also be verified from the Electric Inspector Report dated July 13, 2023. The inspector further re-evaluated the load which was found to be 3kW as mentioned in the electricity bill. Furthermore, on June 30, 2023, it was public holiday on account of second day of Eid-ul-Adha and the workshop was closed which corroborates the fact that the running load was minimum.

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

4.4 The DISCO (GEPCO in the instant case) will be responsible for covering the cost of the demand notice in case of meter replacement, as under:

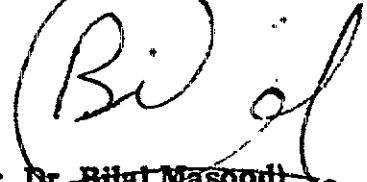
"Defective/ damaged/ burnt/ display wash/ internal fault/ weathering effect etc. not due to Consumer's fault"

3. مندرجہ بالا حقائق کے پیش نظر، گیسکو کو ہدایت کی جاتی ہے کہ 37,968 ڈیمانڈ نوٹس کی رقم کو مصارف کو واپس کرے اور تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Hudaima Qadir)

Assistant Director (CAD), Gujranwala



(Engr. Dr. Bilal Masood)

Additional Director (CAD), Lahore

Gujranwala, May 30, 2024