



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/ 1892 -2024

August 15, 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. SOHAIL MASOOD (ON BEHALF OF MS. NAJAM UL SEHAR) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTON BILLING (REF # 24121122259101)**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 15, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
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-I, Gujranwala.
3. Mr. Sohail Masood (On behalf of Ms. Najam ul Sehar),
Royal Road, Nawab Chowk, Gujranwala.
Mobile # 0321-4630330.

CAD (Gujranwala)

Diary No: 928

Date: 19-08-2024



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. GEPCO-GJW-34943-02-24

Mr. Sohail Masood (On behalf of Ms. Najam ul Sehar),
Royal Road, Nawab Chowk, Gujranwala.
Cell# 0321-4630330.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: February 28, 2024

On behalf of:

Complainant: Mr. Sohail Masood (On behalf of Ms. Najam ul Sehar)

Respondent:

Syed Waseem Abbas Bukhari, Addl. XEN (Gujranwala), GEPCO
Muhammad Waseem, Addl. DCM, Revenue Officer (RO), (Gujranwala),
GEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SOHAIL MASOOD (ON BEHALF OF MS. NAJAM UL SEHAR) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTON BILLING (REF # 24121122259101)**

DECISION

This decision shall dispose of the complaint filed by Mr. Sohail Masood (On behalf of Ms. Najam ul Sehar) (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 GEPCO has charged him detection bill amounting to Rs. 4,07505/-. The complainant approached GEPCO but his grievances were not redressed. Subsequently, the complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. In order to probe further into the matter, a hearing was held on February 28, 2024 at NEPRA Regional Office, Gujranwala which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

4. 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 as per the M&T report (i.e., two phase dead stop i.e., 66% slow) and the Complainant was charged detection bill of 7332 units during the month of January 2024 for the period of four (4) months, w.e.f. June 2023 to September 2023 on the basis of slowness. The meter of the Complainant was replaced in October, 2023.
- ii. There is no allegation against the complainant for involvement in the theft of electricity.

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

- 4.3.3 (c) i. "In case, slowness 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".

3. مندرجہ بالا حقائق کے پیش نظر، گیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ جنوری 2024 میں میٹر کی ستروی کی بنیاد پر چار مہینوں کے لیے چارج کیا گیا ڈیکلشن درست کر کے نیپرا قوانین کی روشنی میں دو ماہ (یعنی اگست 2023 اور ستمبر 2023) کے لیے چارج کرے اور تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee /Assistant Director (CAD)


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

Gujranwala, August 15, 2024