



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.03/469-2025
January 30, 2025

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

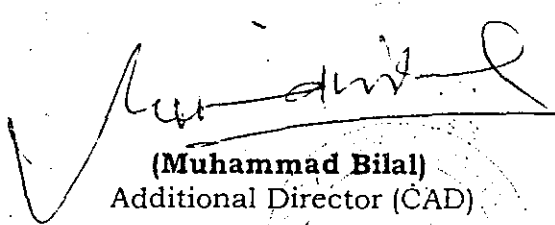
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHEHROZ S/O MUHAMMAD SHAFIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION R.I.I. (REF # 30121221205800)**
Complaint No. GEPCO-GJW-43879-09-24

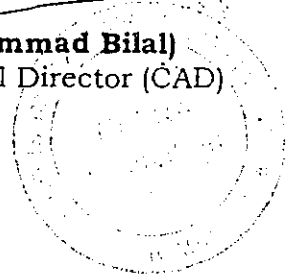
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 30, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. C.E/ Customer Services Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
2. Mr. Muhammad Shehroz S/O Muhammad Shafique
Kachi Deegar Wali, Street No-13, Muhallah Mujahad Pura,
Tehsil & District Gujranwala
Cell # 0300-4026705


(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. GEPCO-GJW-43879-09-24

Mr. Muhammad Shehroz S/O Muhammad Shafique
Kachi Deegar Wali, Street No-13, Muhallah Mujahad Pura,
Tehsil & District Gujranwala
Cell # 0300-4026705

..... Complainant

VERSUS

Gujranwala Electric Power Company (GEPCO)

..... Respondent

Date of Hearing: December 04, 2024

On behalf of:

Complainant: Mr. Muhammad Shehroz S/O Muhammad Shafique

Respondent: Mr. Qaiser Mahmood, SDO, Sheranwala Baag (Gujranwala), GEPCO

Subject: COMPLAINT FILED BY MR. MUHAMMAD SHEHROZ S/O MUHAMMAD SHAFIQUE
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING
DETECTION BILL (REF # 30121221205800)

Decision

This decision shall dispose of the complaint filed by Mr. Muhammad Shehroz S/O Muhammad Shafique (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. Brief facts of the case are that GEPCO issued a detection bill to the Complainant amounting to Rs. 23,78,082/- during the month of April 2024. The Complainant visited the concerned GEPCO office for correction of bill, however, he was informed that the said detection bill has been issued on the basis checking by M&T department dated February 19, 2024 whereby the meter was found 33.33% slow due to blue phase dead stop. Therefore, GEPCO charged a detection bill for the period from November 18, 2022 to January 2024 (fourteen (14) months and twelve (12) days). Being aggrieved with the action of GEPCO, the Complainant approached NEPRA for redressal of grievance and requested to NEPRA to direct GEPCO for correction of his bill.

3. The matter was taken up with GEPCO whereby GEPCO apprised that during the checking on February 19, 2024 by M&T Department the meter was found 33.33% slow due to blue phase dead stop. Accordingly, detection bill was charged on 33.33% slowness which has been paid by the Complainant and a new meter has been replaced, therefore, the complaint is required to be closed.

4. In order to proceed further into the matter, a hearing was held on December 04, 2024 at NEPRA Regional Office, Gujranwala which was attended by both the parties and


case was discussed in detail. 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 industrial consumer of GEPCO against reference No. 30121221205800 with sanctioned load of 80 kW. During a checking by M&T Department on February 19, 2024, the meter of the Complainant was found 33.33% slow (blue phase dead). Accordingly, GEPCO charged the Complainant a detection bill amounting to Rs. 23,78,082/- during the month of April, 2024 from November 18, 2022 to January 2024 (fourteen (14) months and twelve (12) days). In order to avoid disconnection, the Complainant paid the impugned detection bill and meter was replaced on January 24, 2024.
- (ii) Clause-4.3.3 (c) of NEPRA Consumer Service Manual (CSM) envisages that in case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of defective metering installation. 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".
- (iii) Moreover, Clause-6.2 of Consumer Service Manual (CSM) envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 80 kW and according to the said provisions of CSM; SDO and XEN are responsible for meter reading of such consumers and percentage checking respectively. Moreover, according to Clause 6.1.4 of CSM, Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. However, meter reader i.e. the concerned SDO/AMO did not observe the discrepancy in time. There is no allegation of theft against the Complainant. In view of above, penalizing the Complainant on part of incompetency of GEPCO officials is not justified. Therefore, the supplementary bill issued by GEPCO is required to be revised for two month from date of checking and multiplying factor is to be enhanced till replacement of meter.

5. Foregoing in view, GEPCO is directed to withdraw the detection bill amounting to Rs. 23,78,082/-. GEPCO is further directed to issue revised supplementary bill on the basis of 33.33% slowness for two months prior to date of checking and to enhance the multiplying factor (M.F) till replacement of the impugned meter. Compliance report be submitted within fifteen (15) days.


(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (Consumer Affairs)


(Muhammad Irfan ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 30, 2025