



## National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN  
NEPRA Head Office Ataturk Avenue (East),  
Sector G-5/1, Islamabad.  
Ph: 051-2013200, Fax: 051-2600021

### Consumer Affairs Department

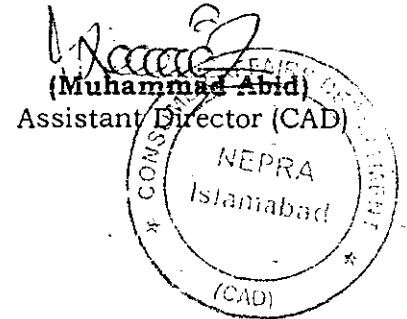
56.85  
TCD.03/ -2024  
December 26, 2024

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. MIRZA AHSAN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO  
REGARDING DETECTION BILL (REF # 30-12251-0004500)  
CASE NO. GEPCO-NHQ-43266-09-24.**

Please find enclosed herewith the Decision of NEPRA Complaints Resolution Committee (CRC) dated December 26, 2024, regarding the subject matter for necessary action and submission of compliance within seven (7) days, positively.

Encl: As above



### 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-Jalal Pur Bhattian, Gujranwala.
3. Mr. Mirza Ahsan,  
White Pearl Rice Mills Solangi  
Jalalpur Bhattian, District Hafizabad.  
Cell: 0303-4443666



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

**Complaint No. GEPCO-NHQ-43266-09-24**

**Mr. Mirza Ahsan**

White Pearl Rice Mills Solangi,  
Jalal Pur Bhattian, District Hafizabad.

..... Complainant

**Versus**

**Gujranwala Electric Power Company (GEPCO)**

565/A, Model Town GT Road, Gujranwala.

..... Respondent

**Date of Hearing:** October 22, 2024  
November 14, 2024

**On behalf of:**

**Complainant:** Mirza Ahsan

**Respondent:** Mr. Muhammad Awais Aslam, Revenue Officer, GEPCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MIRZA AHSAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION BILL (REF # 30-12251-0004500)

**DECISION**

This decision shall dispose of the complaint filed by Mirza Ahsan (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").

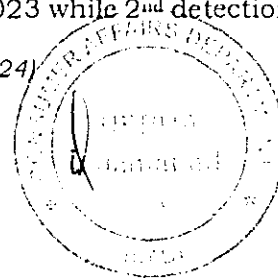
2. The Complainant in his complaint submitted that exorbitant detection bills during months of June, 2023 and January, 2024 were charged by GEPCO with the mala fide intent and requested for investigation. The matter was taken up with GEPCO and hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the matter was discussed in detail. During the hearings, GEPCO official apprised that two detection bills for a period of one month and three months based on slowness were charged against the Complainant's account during June, 2023 and January, 2024 respectively. In agitation, quantum and rationale of the detection bills were disputed by the Complainant and matter remained inconclusive due to conflicting arguments.

3. The case has been examined in detail in the light of the written/verbal arguments of both parties, hearings conducted and applicable law. The following has been concluded:

- (i) The Complainant's industrial connection installed against reference number i.e. 30-12251-0004500 having sanctioned load of 513 kW located at Jalalpur Bhattian, District Hafizabad was charged detection bills of 28268 units and 61850 units on the basis of meter's slowness. The dispute raised by the Complainant was that the same have been charged by GEPCO inconsiderate of actual period of the meter malfunction.
- (ii) Perusal of documentary evidence reveals that the Complainant was charged detection bill of 28268 units for the period of (1) month due to 33.3% slowness of metering infrastructure checked on June 12, 2023 while 2<sup>nd</sup> detection bill of 61850

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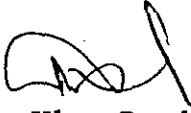
CRC Decision: Mr. Mirza Ahsan vs GEPCO (GEPCO-NHQ-43266-09-24)





units was charged for the period of three months i.e. August to October, 2023 due to phase make/break/slowness as checked by GEPCO on October 16, 2023. The same, however, is inconsistent with Clause-4.3.3 (c-ii) of the Consumer Service Manual (CSM) as per which GEPCO is only allowed to recover the quantum of energy lost due to malfunctioning of metering installation for not more than two previous billing cycles which has been plainly violated by GEPCO in the instant matter.

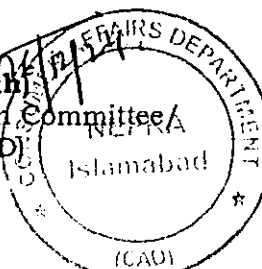
- (iii) The analysis of second detection bill divulges that same has been assessed by enhancing healthy consumption of June, 2023 i.e. 58040 units threefold and then excluding cumulative consumption of period i.e. August to September, 2023 i.e. 112270 units which also violates the allowed and prudent method of charging supplementary bill in case of established slowness. Furthermore, it was understood during the hearing that an AMR meter having latest infrastructure entailing exact instants & periods of malfunctioning, has been installed at the Complainant's premises.
- (iv) Scrutiny of the recorded of AMR provided by GEPCO reflects that the defect in metering installation i.e. only one phase, in actual, remained defective during the period of (25) days from June 09, 2023 till July 05, 2023 and later, on second instant of make & break occurred for forty four (44) days during the period i.e. September 02 to October 16, 2023. Contrastingly, the Complainant was charged for the total period of four months during both the incidents in comparison with actual period of defectiveness i.e. 69 days proving the claim of revenue loss by GEPCO, unsubstantiated.
- (v) According to clause 6.1.4 CSM, meter readers shall also check discrepancies in metering system at the time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per the standard practice.
- (vi) An AMR meter i.e. the impugned meter is installed against the Complainant's premises which provides the greater extent of facility to the concerned GEPCO officials in order to ascertain the accuracy of the meter in a prompt manner. Moreover, the Complainant's connection involving the AMR meter compels GEPCO to identify & report any discrepancy immediately after its occurrence for consequent rectification and to avoid any nonrealistic financial burden over the consumers. However, the same was not rectified by GEPCO for extraordinary time period as suggested by the available record, ensuing the charging of exorbitant bills at belated stages which is not warranted and requires the revision of detection bills.

4. Foregoing in view, GEPCO is directed to revise both the detection bill in accordance with corresponding & actual period of defectiveness of installed AMR meter as given in the above para (iv) i.e. 69 days by introducing 33 % slowness as recorded. Compliance report be submitted within (7) days, positively.

  
**(Lashkar Khan Qambrani)**  
Member, Complaints Resolution Committee/  
Director (CAD)

  
**(Muhammad Irfan ul Haq)**  
Member, Complaints Resolution Committee/  
Assistant Legal Advisor

  
**(Naveed Illahi Shaikh)**  
Convener, Complaints Resolution Committee/  
Director General (CAD)



Islamabad, December 26, 2024