



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/ ⁹³ -2025
January 8, 2025

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

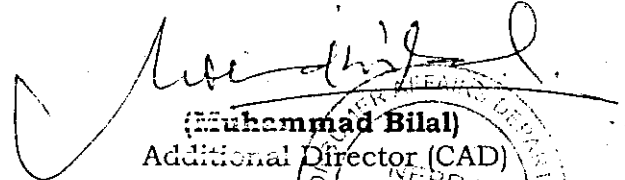
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. REHMAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ISSUANCE OF DEMAND NOTICE.
Complaint No. GEPCO-NHQ-41696-08-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 08, 2024 regarding the subject matter for necessary action and compliance within thirty (30) 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. Rehman Ali ,
Daska, Tehsil Daska, District Sialkot.


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
TCD



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. GEPCO-NHQ-41696-08-24

Mr. Rehman Ali
Daska, Tehsil Daska, District Sialkot.

..... **Complainant**

VERSUS

Gujranwala Electric Power Company (GEPCO)
565/A, Model Town, G.T. Road, Gujranwala.

..... **Respondent**

Date of Hearing: September 02, 2024

On behalf of Complainant: Mr. Rehman Ali (Online)

Respondent: Mr. Arslan Aslam SDO (Operation), GEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. REHMAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ISSUANCE OF DEMAND NOTICE.

DECISION

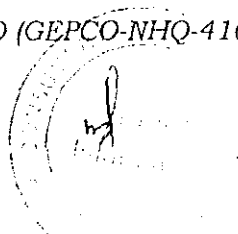
This decision shall dispose of the complaint filed by Mr. Rehman Ali (hereinafter referred to as the "Complainant") against Gujranwala Electric Power Company (hereinafter referred to as the "Respondent" or "GEPCO") under Section 39 of Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant requested to GEPCO for provision of three (3) Nos. electricity connections, however, the desired connections were not provided to the Complainant. The matter was taken up with GEPCO and subsequently a hearing was held on September 02, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties and the matter was discussed in detail. GEPCO vide letter dated September 24, 2024 submitted that the Complainant applied for multiple electricity connections for the same premises. The concerned SDO visited the said premises and found that the premises consist of two halls on the ground floor and two flats on the upper floor. The consumer seeks multiple tariff connections, whereas, such type of building should be electrified before provision of connections. Accordingly a demand notice was issued to the Complainant and after payment of the same, electrification will be completed. Afterwards, the requested connections will be processed and further demand notices will be issued for provision of connections. However, the Complainant is attempting to obtain connections without completing the electrification process.

3. Perusal of documentary evidence reveals that GEPCO has perceived the disputed premises as a multistorey building and then assessed the load of the premises/building in

Page 1 of 2

CRC Decision: Mr. Rehman Ali vs GEPCO (GEPCO-NHQ-41696-08-24)




accordance with the assessment criteria for electrification as laid down in Consumer Service Manual (CSM). However, it is pertinent to mention here that GEPCO has wrongly interpreted the relevant provisions/clarifications of CSM issued vide this office letter dated March 26, 2021 subsequent to issuance of CSM. According to CSM; any building having ground plus three storey will not be considered as multistorey/high-rise building.

4. According to the details provided by the parties it was revealed that the relevant premises is only a two storey building i.e. ground plus one located in an electrified area, therefore, arguments of GEPCO for electrification and dedicated transformer etc. seems inoperative which then ensues provision of domestic & commercial connections individually from already existing common distribution transformer. Clause-2.6 of the Consumer Service Manual (CSM) provides that the DISCO shall provide residential connection up to 20kW load and commercial connection up to 15 kW load from the common distribution transformer.

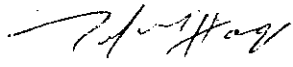
5. Moreover, National Electric Power Regulatory Authority Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022, provides that distribution companies shall ensure that all applicants and consumers are treated in non-discriminatory, fair, transparent and just manner.

6. Furthermore, provision of electricity is a Fundamental Right for all citizens under Article 9 and 14 of Constitution of Islamic Republic of Pakistan. Non supply of electricity to a citizen, tantamount to deprivation of this Fundamental Right as well as violation of Article 8 of the Constitution which says that any law, custom or usage having the force of law that is inconsistent or abridges a Fundamental Right is void and inoperable. The provision of electricity has been interpreted as Fundamental Right by the Supreme Court of Pakistan.

7. The area of the building is five (05) Marla and consists of ground plus one floor which does not fall under the category of multistorey building. Therefore, GEPCO is directed to issue revised demand notices individually against three (03) Nos. of connections applied by the Complainant as per the applied load for provision of desired domestic & commercial connections from common distribution transformer after completion of all the codal formalities. However, in case load of the building is increased above 15 kW, an independent transformer be installed on cost deposit basis. Compliance report be submitted within thirty (30) days, positively.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan Ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convenor, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 08, 2025

