



National Electric Power Regulatory Authority

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

Consumer Affairs
Department

TCD.05/ 2212 -2023
June 05, 2023

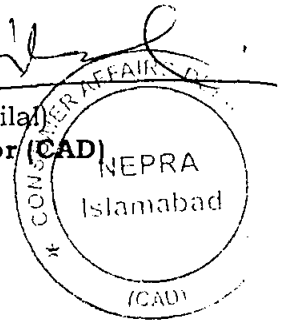
Chief Executive Officer,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARSHAD IQBAL
S/O GHULAM FARID UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST GEPCO REGARDING WRONG BILLING (REF # 29-
12255-0041004-R)**
Complaint No. GEPCO-NHQ-19672-02-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 05, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

(Muhammad Bilal)
Additional Director (CAD)



Copy to:

1. C.E/ Customer Services Director, Gujranwala Electric Power Company (GEPCO), 565/A, Model Town, GT Road, Gujranwala.
2. Mr. Ghulam Rasool, (Assistant Director), NEPRA Regional Office, Office # 87-B, Block M, Trust Plaza, Gujranwala. Ph: 055-3822766
3. Mr. Arshad Iqbal S/O Ghulam Farid, Kot Sarwar, Kaleki Mandi, Hafizabad. Mobile 0300-7569496.



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

Case No. GEPCO-NHQ-19672-02-23

Mr. Arshad Iqbal S/O Ghulam Farid,
Kot Sarwar, Kaleki Mandi, Hafizabad.
Mobile 0300-7569496.

..... **Complainant**

VERSUS

Gujranwala Electric Power Company Ltd (GEPCO)

..... **Respondent**

Date of Hearing: February 21, 2023

**On behalf of
Complainant:** Mr. Arshad Iqbal S/O Ghulam Farid

Respondent: Mr. Fahad Saeed, SDO Kaleki Mandi, GEPCO

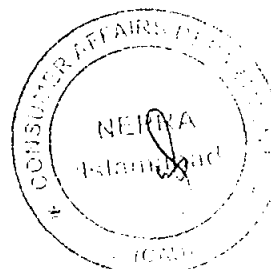
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARSHAD IQBAL S/O GHULAM FARID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING WRONG BILLING (REF # 29-12255-0041004-R)**

DECISION

This decision shall dispose of the complaint filed by Mr. Arshad Iqbal resident of Kot Sarwar, Kaleki Mandi, Hafizabad (hereinafter referred to as "the Complainant") against Gujranwala Electric Power Company Ltd (hereinafter referred to as the "Respondent" or "GEPCO") under Section 39 of the NEPRA Act 1997.

2. The Complainant in his complaint apprised that he obtained a new agricultural connection from GEPCO in February 2022. In the first billing month, the energy meter installed at site of the Complainant became defective and GEPCO issued an exorbitant amount of electricity bill. According to the complainant, meter was replaced in March 2022, but the MCO was not updated, resulting issuance of excessive bills by GEPCO. The Complainant requested that GEPCO be directed to refund the amount overcharged to him.

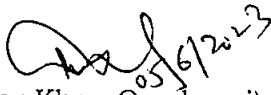
3. In order to arrive at an informed decision, a hearing was held on February 21, 2023 at NEPRA Regional Office, Gujranwala. During the hearing, the case was discussed in detail and it was revealed that the Complainant's meter against new connection was installed in February 2022, which became defective during the first billing cycle and was replaced in March 2022. The M&T report indicated that the Complainant had consumed 503 units on the defective meter. GEPCO officials did not feed the MCO in record and continued to charge estimated bills for the period from March 2022 to September 2022. The actual meter reading/consumption showed that the Complainant was overcharged for 44,840 units until September 2022. In order to adjust excessive billing, a credit of 45,497 units was given to the Complainant (erroneously crediting an additional 657 units) by GEPCO. During the period from March to September 2022, the Complainant was also charged for Fuel Price Adjustment (FPA) and Late Payment Surcharge (LPS) by GEPCO.



4. In view of the above it is apparent that GEPCO has withdrawn the excessively charged units and during the adjustment 657 units have been credited to the Complainant in excess. GEPCO has also not charged 503 units (final reading) of the defective meter as determined by M&T Department. Moreover, amount charged by GEPCO on account of FPA and LPS on excessively charged units (which was later on corrected) has not been adjusted by GEPCO.

5. After detail deliberation it was mutually agreed between the parties (GEPCO official & the Complainant) that GEPCO will charge 1160 units (excessively credited units + final reading of the defective meter), however, GEPCO will adjust FPA as per actual consumption and withdraw LPS during the period of March-September, 2022 because the bills were not paid due to excessive billing. Account of the Complainant is required to be overhauled accordingly.

6. Foregoing in view, GEPCO is directed to proceed accordingly and compliance report be submitted in this regard within fifteen (15) days.



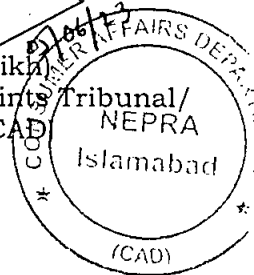
(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)



(Moqem ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, June 05, 2023