



**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

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**OFFICE OF THE  
REGISTRAR**

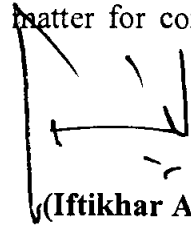
No. NEPRA/CAD/TCD-03/10589-91

July 28, 2016

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

**Subject:- DECISION IN THE MATTER OF COMPLAINT FILED BY RANA MAHMOOD IQBAL S/O ABDUL SATTAR RANA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION BILL AND REMOVAL OF ELECTRICITY METER (AC # 19 12246 2743500)**  
Complaint GEPCO-2/2016

Please find enclosed the Order of NEPRA in the subject matter for compliance within thirty (30) days of receipt of the Order.

  
28/7/16  
(Iftikhar Ali Khan)  
Deputy Registrar

Copy:-

1. C.E/ Customer Services Director  
Gujranwala Electric Power Company (GEPCO)  
565/A, Model Town GT Road, Gujranwala.
2. Rana Mahmood Iqbal S/o Abdul Sattar Rana  
Village Chak Chatta, Gujranwala Road, Hafizabad



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

Complaint # GEPCO-2/2016

**Rana Mahmood Iqbal,** ..... **Complainant**  
Village Chak Chatta, Gujranwala Road, Hafizabad.

Versus

**Gujranwala Electric Power Company (GEPCO)** ..... **Respondent**  
565/A, Model Town GT Road, Gujranwala.

**Date of Hearings:** i) February 02, 2016  
ii) March 03, 2016  
iii) April 09, 2016

**Date of Decision:** July 28, 2016

**On behalf of:**

**Complainant:** Mr. Arshad Iqbal Rana, Advocate

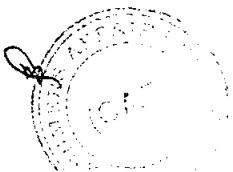
**Respondent:** 1) Mr. Ramzan Alam, XEN  
2) Mr. Mohsin Ali, SDO  
3) Mr. Zafar Assad, MI

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY RANA MAHMOOD IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION BILL AND REMOVAL OF ELECTRICITY METER (A/C # 19 12246 2743500)**

**ORDER**

This Order shall dispose of complaint (received on January 08, 2016) of Rana Mahmood Iqbal S/o Abdul Sattar Rana, Village Chak Chatta, Gujranwala Road Hafizabad (hereinafter referred to as the "Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act") against Gujranwala Electric Power Company Limited (hereinafter referred to as the "Respondent" or "GEPCO").

2. Brief facts of the case are that the Complainant in his complaint stated that his poultry farm business is temporary suspended since last five years. GEPCO officials removed the electricity meter in his absence in violation of the provisions of Consumer Service Manual (CSM). Thereafter a detection bill amounting to Rs.25,000/- was issued without any notice; which he paid to avoid disconnection of supply. The Complainant prayed that the unjustified detection bill be declared void and illegal.



3. The matter was taken up with GEPCO for submission of para-wise comments. In response, GEPCO vide letter dated January 29, 2016 reported that the Complainant's meter was checked on October 26, 2015 and discrepancy of "Meter Body Tamper" was detected. The Complainant was using supply for agriculture purpose. The meter was removed for checking by M and T and the electricity supply was restored by installing a healthy meter. As per meter testing results, the body of the meter was found tampered and a loop was found inside the meter. GEPCO further reported that the Complainant was found involved in theft of electricity, accordingly an FIR was registered against the Complainant on December 01, 2015. Thereafter a detection bill for 1354 units was charged to the consumer on the basis of connected load (3 HP) for the period from August, 2015 to October, 2015 (3 months); which is justified and liable to be paid by the Complainant.

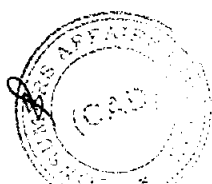
4. In order to probe further into the matter, a hearing was held at NEPRA Head Office on February 02, 2016; which was attended by representatives of both the parties. During the hearing, the parties advanced arguments on the basis of their earlier version. The Complainant added that no notice was served upon him and the meter remained in custody of GEPCO after its removal from site on October 29, 2015, as such he is not responsible for tampering (if any) detected in the meter. He blamed that action taken by GEPCO is self-made. The Complainant further stated that he paid the impugned bill to avoid disconnection of supply and avail bail before arrest in consequence of the FIR lodged by GEPCO. So as to proceed further, some additional information i.e. billing history, rationale of detection bill, copy of MCO etc was sought from GEPCO; which were submitted by GEPCO vide letter dated February 26, 2016. In order to arrive at an informed decision, hearings were held on March 03, 2016 and April 09, 2016 at NEPRA Head Office and at the office of Superintending Engineer/Manager (Operation), Gujrat respectively; which were attended by GEPCO officials only.

5. The case has been examined in detail in light of record made so available by the parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The issue pertains to charging of detection bill amounting to Rs 25000/- on a poultry farm connection on allegations of meter tampering. GEPCO assessed consumption of the Complainant as 1961 units for the period from August 2015 to October 2015 (3 months) and after deducting already charged 607 units during this period, GEPCO issued detection bill for 1354 units.
- ii. As per the report of GEPCO, inspection of the premises was carried out on October 26, 2015. The electricity meter was replaced on October 29, 2015. The meter was sent to M and T for checking. As per M and T report dated November 30, 2015, the meter was found tampered and loop was found inside the meter. GEPCO issued a notice to the Complainant on December 2, 2015 and processed the case for issuance of detection bill on December 04, 2015 without waiting for response of the Complainant for 7 working days as required under the provisions of CSM. GEPCO also lodged FIR against the Complainant on December 11, 2015.
- iii. The billing statement of the Complainant's accounts is as under:

Month	No. of units (kWh) consumed				
	2012	2013	2014	2015	2016
January	34	129	105	48	44
February	33	67	32	2	36
March	96	55	53	20	49
April	137	30	45	23	49
May	83	100	50	80	
June	249	90	31	290	
July	0	116	162	487	
August	325	294	629	405	
September	216	289	342	138	
October	50	277	264	64	
November	133	75	51	19	
December		48	46	25	

The electricity meter of the Complainant was replaced on October 29, 2015. The above table depicts the consumption of the Complainant as under:



- Consumption of the Complainant during the period of six months prior to inspection/meter replacement i.e. May, 2015 to October, 2015 = 1464 units (Average monthly= 244 units).
- Consumption of the Complainant in corresponding months of previous years i.e. May, 2014 to October, 2014 = 1478 units (Average monthly= 246 units).
- Consumption of the Complainant for a period of six months after replacement of meter i.e. November 2015 to April 2016 = 222 units (Average monthly= 37 units).
- Consumption of the Complainant during corresponding months of previous year i.e. November 2014 to April 2015 = 190 units (Average monthly= 32 units).

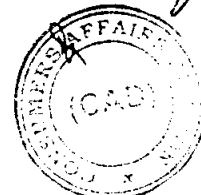
The above billing analysis shows that there is no difference in consumption of the Complainant during the period of six months prior to inspection as compared with consumption of corresponding months of previous year. Moreover, there is no difference in consumption pattern of the Complainant after replacement of the electricity meter as compared with the consumption recorded during corresponding months of the previous year. If the Complainant was involved in theft of electricity there should have been decrease in consumption prior to inspection/meter change and after installation of new meter, the consumption should have been increased, but the record shows no difference in consumption pattern.

- iv. GEPCO has penalized the Complainant on account of illegal abstraction of electricity i.e. meter body tampered. In this regard a procedure is laid down in CSM which provides, inter alia, for securing the existing meter in presence of the consumer or his representative, installation of check meter, issuance of notice (7 working days) and examining the reply of the consumer. Once illegal abstraction is confirmed, detection bill is to be restricted to three billing cycles and upto six months with the approval of CEO or his authorized committee. If the consumer objects payments or disputes over the quantum of the units, the appellat authority for revision of detection bill would be the review committee of DISCO headed by the next higher officer. The consumer will also be given personal hearing by the review committee. In case, the dispute remains unresolved even after exhaustive review, the DISCO after getting approval of Chief Executive Officer may lodge the F.I.R. The consumer may also approach a competent Court of law under the relevant provisions of Electricity Act, 1910.
- v. In the instant case, it has not been established from the documents made so available by the parties that GEPCO has followed the procedure laid down in CSM prior to imposition of detection bill. Interestingly the notice in terms of CSM alleging illegal abstraction of electricity was issued on December 02, 2015 and without waiting for the expiry of seven days time as required by CSM the detection bill was issued on December 04, 2015. Furthermore the FIR was lodged on December 11, 2015 without providing an opportunity to the Complainant. This clearly shows malafide on part of GEPCO.
- vi. As per provisions of CSM, the consumer is responsible for damages to metering equipment installed at his premises. In the instant case, the meter was removed on October 26, 2015 and M&T declared the meter tampered vide its report dated November 30, 2015. The Complainant was not associated during the checking. As such, the Complainant cannot be held responsible for the reported discrepancy.
- vii. GEPCO has not provided any concrete evidence in support of its version that the Complainant was involved in illegal abstraction of electricity.

6. In consideration of above, the detection bill amounting to Rs. 25000/- charged by GEPCO is without any justification, therefore GEPCO is directed to withdraw the said detection bill and submit compliance report within thirty (30) days.

Islamabad, July 28, 2016

Member (Consumer Affairs)



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