



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

2nd Floor, OPF Building, G-5/2, Islamabad
Ph: 051-9206500, 9207200, Fax: 9210215
E-mail: registrar@nepra.org.pk

Registrar

No. NEPRA/RTCD-03/6642-44

16-3-2012

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

Subject: Order in the matter of Complaint filed by District Officer, Buildings Division, Hafizabad under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against GEPCO regarding Installation of Energy Meter at Govt. Rural Dispensary Kharak Bhattian, District Hafizabad

Please find enclosed herewith Order of Member (Consumer Affairs) NEPRA in the subject matter for compliance within 30 days of the receipt of this Order.

Encl: As above

Sd/-
(Syed Safer Hussain)

Copy:

1. C.E./Customer Services Director
Gujranwala Electric Power Company Ltd. (GEPCO)
565/A, Model Town
G.T. Road,
Gujranwala
2. District Officer
Building Division
Hafizabad

No. TCD 03/ 6445-A

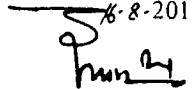
Forwarded for information, please.

Senior Advisor (CAD) [w.r.t. Dy. No. 841 dated 16.08.2012]

Master File

CC:

1. Acting Chairman / Member (CA)
2. Member (Licensing)
3. Member (M&E)
4. Member (Tariff)

16-3-2012

Registrar

Consumer Affairs Division
P. No. 555
Date: 23/3/12



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA

Complaint No. GEPCO-10-2012

District Officer, Buildings Division Hafizabad Complainant

Versus

Gujranwala Electric Power Company Ltd Respondent

Date of Decision: August 08, 2012

Date of Hearing: 10-June-2012
19-July 2012

On behalf of:

Complainant: Raja Lehrasab Khan
District Officer, Buildings Division Hafizabad

Respondent: 1) Mr. Shahbaz Ahmed Seikoo, Executive Engineer, Jalal Pur Bhattian
2) Mr. Imtiaz Burio, SDO Vanike Tarrar Sub Division.

Subject: **IN THE MATTER OF COMPLAINT FILED BY DISTRICT OFFICER BUILDINGS DIVISION HAFIZABAD UNDER SECTION 39 OF REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING INSTALLATION OF ENERGY METER AT GOVT. RURAL DISPENSARY KHARAK BHATTIAN DISTRICT HAFIZABAD.**

ORDER

1. This order shall dispose of the complaint of District Officer Buildings Division Hafizabad (hereinafter referred to as "Complainant") against Gujranwala Electric Power Company (hereinafter referred to as "Respondent" or "GEPCO") filed with NEPRA under Section 39 of the Regulation of generation, Transmission and Distribution of Electric Power Act 1997.
2. Precisely, the complainant in his complaint dated 02.01.2012 stated that in pursuance of Sub Divisional Officer Vanike Tarrar District Hafizabad demand Notice dated 06.02.2010 for sum of Rs.219540/- (capital cost) & Rs.1680/- (Security) was deposited in Muslim

Commercial Bank Hafizabad through cheque on 09.03.2010 for overhead electric connection. Since the connection was delayed to their building they approached to Chief Executive (GEPCO) Gujranwala vide office letter dated 01.12.2011 for installation of energy meter but it has not been provided inspite of the lapse of 22 months. The complainant requested to look into the matter and direct concerned agency for needful.

3. To proceed with the matter, Consumer Affairs Division (CAD) NEPRA referred the complaint to the GEPCO for a detailed report. GEPCO, in response, reported that the applicant deposited Rs. 2,19,510/- as a capital cost and Rs. 1680/- as security on 09-03-2010. Accordingly Service Connection Order (SCO) was issued on 17-03-2010 and handed over to the concerned Line Superintendent (LS) to draw the material for energization of connection. The LS misappropriated the documents as well as huge quantity of material including the material of said connection, due to which the official has been terminated from service. When consumer approached the Assistant Manager (Operation) GEPCO Vanike Tarrar Sub Division for installation of connection, the Assistant Manager (Operation) GEPCO collected the documents from LS on 09-01-2012 for further processing of the case. In the meanwhile material rates had enhanced, so the Deputy Manager (Operation) revised the case on the prevailing rates of material and an additional Demand Notice amounting to Rs.35,700/- being difference of capital cost was issued on 18-01-2012 for payment with due date 18-02-2012. The payment is still awaited, and the connection will be installed on payment of additional demand notice.
4. To probe into the matter, both the parties were called for a hearing on June 19, 2012. The complainant attended the hearing whereas GEPCO representatives failed to attend the hearing. GEPCO vide its letter dated 19-06-2012 (received on 25-06-2012) requested for reschedule of the hearing. Accordingly, GEPCO representatives were called for a hearing on July 10, 2012. The GEPCO representatives reiterated their earlier version and further informed that the connection of the complainant has been energized and the additional demand notice has also been paid by the complainant.
5. The facts of the case remain that the complainant applied for new residential connection with tariff category A-1 on 23-01-2010 for 4.4 kW load. Demand notice of Rs.219510/- (capital cost) & Rs.1680/- (Security) was issued on 06-02-2010, which was paid by the complainant through cheque on 09-03-2010. The connection was required to be energized within 20 days i.e. by 31-03-2010 after payment of demand notice as per NEPRA Performance Standards (Distribution) Rules, 2005 but the same was not energized as the material drawn was misappropriated by the LS concerned of GEPCO. The complainant cannot be penalized due to a lapse on the part of GEPCO. The delay in providing connection by GEPCO clearly indicates lapses on their part as well as poor management. The difference of cost of material has arisen due to misappropriation of material by their own employee for which the complainant can't be held accountable. The complainant cannot be penalized for the fault of officials of GEPCO. The additional demand notice issued by GEPCO is therefore not justified and liable to be withdrawn.
6. In view of the foregoing discussion, GEPCO is directed to withdraw the additional demand notice amounting to Rs. 35,700/- being illegal and unjustified and adjust the deposited amount in future electricity bills of the complainant.

Islamabad, August 08, 2012


(Ghiasuddin Ahmed) 8/8/2012
Member (Consumer Affairs)