



# National Electric Power Regulatory Authority

Islamic Republic of Pakistan

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Registrar

No. NEPRA/TCD 03

/1855-64

15-03-2011

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

Mr. Tariq Mahmood S/O Bashir Ahmad  
C/O Gala United Washing Machine Wala,  
Service Road, Pindi Bye Pass, Climaxabad  
Near Niaz House, G.T. Road,  
Gujranwala

*DD (CA)*  
*[Signature]*  
18/3

*[Signature]*

**Subject: Complaint of Mr. Tariq Mahmood S/O Bashir Ahmad under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against GEPCO regarding Issuance of Additional Demand Notice (AC No. 27-12214-1003400)**  
Complaint # GEPCO-71/2010

Please find enclosed the decision of Vice Chairman / Member (Consumer Affairs) on the subject matter for compliance within 45 days of the receipt of this letter by GEPCO.

Encl: As above

*[Signature]*  
(Syed Safer Hussain)

Copy for information to:

1. Chief Executive Officer, Faisalabad Electric Supply Company Ltd.
2. Chief Executive Officer, Lahore Electric Supply Company Ltd.
3. Chief Executive Officer, Hyderabad Electric Supply Company Ltd.
4. Chief Executive Officer, Islamabad Electric Supply Company Ltd.
5. Chief Executive Officer, Multan Electric Power Company Ltd.
6. Chief Executive Officer, Peshawar Electric Supply Company Ltd.
7. Chief Executive Officer, Quetta Electric Supply Company Ltd.
8. Chief Executive Officer, Karachi Electric Supply Company Ltd.

No. NEPRA/TCD 03 /1865

15-03-2011

Forwarded for information, please.

*[Signature]*  
Registrar

Sr. Advisor (CAD)

CC:

1. Chairman
2. Vice Chairman / Member (CA)



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

**Complaint No. GEPCO-71/2010**

Mr. Tariq Mehmood ..... Complainant

Vs

Gujranwala Electric Power Company ..... Respondent

Date of Hearing: February 17, 2011

Present: Shaukat Ali Kundi  
Vice Chairman/ Member (Consumer Affairs)

**APPEARANCE ON BEHALF OF:**

Complainant: Mr. Tariq Mehmood S/o Bashir Ahmed

Respondent: Mr. Jawaid Iqbal Ghuman S.E GEPCO Cantt Gujranwala.


**IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ MAHMOOD S/O BASHIR AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE AC NO 27-12214-1003400**

**ORDER**

1. This order shall dispose of the complainant submitted by Mr. Tariq Mehmood (hereinafter referred to as "Complainant") against the Gujranwala Electric Power Company (hereinafter referred to as "GEPCO" or "Respondent").
2. The back ground of the case is that the Complainant in his complaint addressed to NEPRA stated that he is consumer of GEPCO having reference No.27-12214-1003400. He applied to GEPCO for extension of load from 3kW to 31 kW on 19-08-2006 and the same was approved by GEPCO after completing all the codal formalities and demand notice amounting to Rs.1,22,520/- (Rs.1,12,600/- as capital cost and Rs.9920/- as security deposit) was issued on 23-08-2006 which was paid on 24-08-2006. Further he also provided test report. In 09/2006, the material including a 50 kVA transformer was installed by GEPCO. Further that after a lapse of two years and three months of the payment of demand notices, on 17-01-2009 a disconnection notice was served to him against outstanding dues amounting to Rs.89,443/-. Upon approaching the concerned officials of GEPCO, he was informed that the same

amount has been pointed out by the audit party on account of enhancement in the rates of transformer. The complainant therefore prayed in his complaint that GEPCO be directed not to recover the impugned demand notice and be restrained from disconnection of electricity till the decision of the case.

3. The complaint was referred to respondent GEPCO by Consumer affairs Division NEPRA for submission of para-wise comments. In response, GEPCO through its letter dated November 11, 2010 reported that the consumer had applied for extension of load from 3 kW to 30 kW on 19-08-2006 and resultantly paid the demand notice on 24-8-2006. The extension of load was implemented after drawing the material from store on 14-09-2006. The rates of material were enhanced in 09/2006 immediately after issuance of demand notice and are liable to be paid by the customer. Further that during the course of audit for the period 2006-2007, the audit party pointed out the less recovery of capital cost hence an amount of Rs 89443/- is recoverable from the consumer.
4. The case was analyzed by the Consumer Affairs Division of NEPRA in detail and after considering all the relevant aspects of the case it was felt that hearing is necessary, therefore a hearing in the matter was conducted on February 17, 2011 at NEPRA Head Office, Islamabad in which both the parties appeared and heard.
5. GEPCO is required to complete the required extension of load within 53 days as prescribed in WAPDA Commercial Procedures which is applicable to all the DISCOs and that the same has further been endorsed by NEPRA through rule 4(c) of NEPRA Performance Standards (Distribution) Rules, 2005. As per rule 4(c) of NEPRA Performance Standards (Distribution) Rules, 2005 DISCOs are required to provide electric power service to at least 95% of new connections to its eligible consumers within 53 days of the registration of application for supply at voltage level up to 400 V and load above 15 kW but not exceeding 70 kW.
6. NEPRA rules in the matter are silent but WAPDA's instructions are very clear which are applicable in the instant case. As per the instructions issued by GM (CS) WAPDA Lahore vide letter No. 4453-62 dated 28-07-92 (copy attached) wherein it has been stated that it is not policy of WAPDA to revise rates of various items provided in the original service estimate and to charge the difference by issuing a supplementary demand notice on the plea of appreciation in cost after connection has been energized and instructions were issued to the field formations not to ask an applicant/consumer to pay supplementary demand notice after original demand has been paid and connection energized.
7. It is obvious from the above that the complainant applied for extension of load from 3 kW to 31 kW on 19-8-2006 and the Demand notice for capital cost and security deposit were issued on 23-8-2006 which were paid on 24-08-2006. Material was drawn from store on 14-9-2006 and transformer was installed on 17-09-2006, therefore demand of GEPCO for payment of additional demand notice amounting to Rs.89,443/- after a period of two years and three months is unjustified in light of WAPDA's standing instructions.
8. In view of above, GEPCO is directed to withdraw the additional demand notice immediately and submit compliance report to this office within 45 days of the receipt this order.

  
(Shaukat Ali Kundi) 10.03.2011  
Vice Chairman/Member (Consumer Affairs)

Dated: Islamabad March 10, 2011