



# National Electric Power Regulatory Authority Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad  
Ph: +92-51-9206500, Fax: +92-51-2600026  
Web: www.nepra.org.pk, E-mail: registrar@nepra.org.pk

Registrar

No. NEPRA/ADG(CAD)/TCD-03 / 7611-13


May 2, 2019

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

**Subject: Order of Member (Consumer Affairs) in the matter of Complaint filed by Mr. Muhammad Arshad Idrees S/O Muhammad Idrees, M/s. Miran Jee Kay Flour & General Mills under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against GEPCO regarding Excessive Billing (Ref. No. 24 12337 1311401)**

Please find enclosed herewith the Order of the Member (Consumer Affairs) NEPRA (03 Pages) regarding the subject matter for necessary action and compliance within 30 days, please.

Encl: As above

  
( Iftikhar Ali Khan )  
Director  
Registrar Office

Copy to:

1. C.E./Customer Services Director  
Gujranwala Electric Power Company Ltd. (GEPCO)  
565/A, Model Town  
G.T. Road, Gujranwala
2. Mr. Muhammad Arshad Idrees S/O Muhammad Idrees  
Miran Jee Kay Flour & General Mills, 6/190,  
Committee Bazaar, Ward No. 3, Mandi Bahuddin



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

**Complaint No. GEPCO-45/06/2018**

**Mr. Muhammad Arshad Idrees S/o Muhammad Idrees** ..... **Complainant**  
Miran Jee Kay Flour & General Mills, 6/190,  
Committee Bazaar, Ward No. 3, Mandi Bahauddin.

**Versus**

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

**Date of Hearing:** 25<sup>th</sup> September 2018  
**Date of Decision:** April 30, 2019

**On behalf of**

**Complainant:** Mr. Muhammad Miran Arshad

**Respondent:** 1) Mr. Muhammad Zahid, XEN (Mandi Bahauddin)  
2) Mr. Muhammad Naeem, Test Inspector

Subject: **ORDER IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ARSHAD IDREES S/O MUHAMMAD IDREES, M/S MIRAN JEE KAY FLOUR & GENERAL MILLS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (REF. NO. 24 12337 1311401)**

**ORDER**

1. This Order shall dispose of the complaint dated 29<sup>th</sup> May 2018 filed by Mr. Muhammad Miran Arshad, on behalf of M/s Miran Jee Kay Flour & General Mills, Kharian Road, Mandi Bahauddin (hereinafter referred to as the "Complainant") against Gujranwala Electric Power Company Limited (hereinafter referred to as the "Respondent" or "GEPCO") under Section 39 of the 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, in the complaint, stated that they pay bills regularly, and the metering equipment had been running smoothly and without any defect, recording the consumption correctly. In the month of October 2013, they received a bill issued by GEPCO wherein Multiplying Factor (MF) was raised from 120 to 180 without any notice. This was negligence on part of GEPCO which continued from October 2013 to October 2014, whereby excessive bills were charged to them. After twelve (12) months, GEPCO converted the MF back to 120 on the basis of the load. The charging of bills by GEPCO on the higher MF during the said 12 months (i.e. October 2013 to September 2014) is illegal and unjustified, whereby an amount of more than Rs. 2.5 Million were charged to the Complainant during the impugned period. The Complainant has requested that the excessive amount charged by GEPCO from October 2013 to October 2014 on account of higher MF be declared as illegal and unjust, and the same be refunded to the Complainant.

3. The matter was taken-up with GEPCO for submission of parawise comments/report. In response, GEPCO vide its letter dated 17<sup>th</sup> August 2018 submitted its report, wherein it was stated, inter alia, that the Complainant's meter was checked and found 33% slow. As per the inspection report, the MF was changed from 120 to 180 on account of slowness which was charged for the period from October 2013 to September 2014 (12 months). A Technical Committee was constituted to recheck the slowness of the impugned meter. ATB was opened in the presence of the Complainant and CT secondary terminal was found burnt, and the same was set right and accuracy was again checked and found within permissible limit. The ATB was closed in the presence of the Complainant, and the MF was reversed from 180 to 120. The Complainant has been justifiably charged for slowness of meter, and there is no case of over-billing or extra charging by GEPCO.

4. In order to probe further into the matter, a hearing was held on 25<sup>th</sup> September 2018 at NEPRA Head Office, Islamabad which was attended by representatives of both the parties who advanced their arguments on the basis of their earlier submissions. In furtherance, GEPCO was directed to clarify that meter was checked on 11<sup>th</sup> October 2013, whereby the meter was found to be slow, whereas MF was already enhanced from 120 to 180 in the bill issued prior to checking and charging of MF for 13 months (i.e. October 2013 to October 2014). In reply thereof, GEPCO, vide its letter dated 27<sup>th</sup> November 2018, submitted an unsatisfactory response/report.

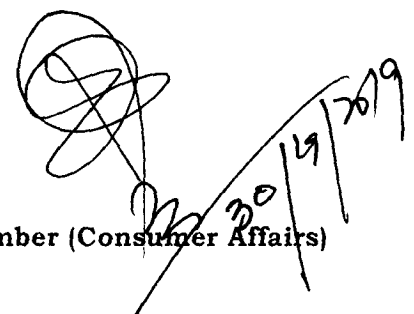
5. The case has been examined in detail in light of the documents provided by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. The Complainant is a consumer of GEPCO under B-2(b) tariff category, having sanctioned load of 425 kW, bearing reference number 24-12337-1311401. As per site inspection report, the Complainant's premises/site was checked by GEPCO on 11<sup>th</sup> October 2013, whereby the meter was found 33.33% slow. The multiplying factor was enhanced from 120 to 180 with effect from billing month of October 2013.

- ii. As per the billing record, the meter reading date for the billing month of October 2013 was October 01, 2013 and the bill was issued on October 07, 2013. This bill was issued with enhanced multiplying factor of 180 instead of 120 whereas the inspection was conducted on October 11, 2013. As such, the MF was already enhanced from 120 to 180 by GEPCO before checking. Upon inquiry, GEPCO submitted an unsatisfactory response.
- iii. As per clause 4.4(b)&(c) of Consumer Service Manual (CSM) , in case the DISCO doubts the accuracy of any metering equipment, the concerned DISCO, may after informing the consumer, shall install a correct meter in series with the impugned meter to determine the consumption. If the meter proves to be incorrect, the same shall be removed and replaced immediately with a correct meter without further delay. Where it is not possible to install check meter of appropriate capacity (due to non-availability) in series with the impugned meter, the concerned DISCO shall, after informing (in writing) to the consumer test the accuracy of the meter at site. In case a correct meter is not available, then MF shall be charged accordingly till replacement with correct meter.
- iv. Later, the Complainant's meter was again checked by GEPCO on 24<sup>th</sup> September 2014 (i.e. after one year). As per site inspection report, a secondary terminal was found burnt which was set right, and thereafter, the meter was found within the permissible limit of accuracy. GEPCO should have thoroughly checked the meter in the first instance when it carried out inspection on October 11, 2013 and should have removed the discrepancy immediately instead of taking a long period of almost one year. Accordingly, GEPCO reversed the multiplying factor to 120. However, as per the actual bill of the Complainant for October 2014, the MF remained 180 till October 2014 (i.e. for 13 months). Upon inquiry, GEPCO again failed to provide any satisfactory response.
- v. GEPCO should have associated the consumer in the entire process of checking but the same was not done by GEPCO and inspections were conducted unilaterally.

6. Foregoing in view, the Complainant is liable to be charged bills on enhanced Multiplying Factor of 180 for the period during which the meter remained slow i.e. from October 11, 2013 to September 24, 2014, and adjustment thereof be made accordingly. Compliance report be submitted within thirty (30) days.

Islamabad, April 30 , 2019

  
Member (Consumer Affairs)

