



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Regional Office

Office # 87-13, Block M, Trust Plaza Gujranwala
Ph # 051-3822766

**Consumer Affairs
Department**

TCD. 10/2530 -2024
November 29, 2024

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. ASHAQ HUSSAIN S/O SHEIKH NAZIR AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING REFUND OF DEMAND NOTICE (REF # 24122210199400)**

Please find enclosed herewith the decision of the NEPRA, dated November , 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

(Hudaima Qadir)
Assistant Director (CAD)

Copy to:

1. C.E/ Customer Services Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
2. XEN Operation,
Gujranwala Electric Power Company (GEPCO),
Division Daska, Gujranwala.
3. Mr. Ashaq Hussain S/O Sheikh Nazir Ahmad,
R/O Muhallah Gaga, Tehsil Daska, District Sialkot.
Cell # 0315-7705651.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. GEPCO-GJW-43409-09-24

Mr. Ashaq Hussain S/O Sheikh Nazir Ahmad,
R/O Muhallah Gaga, Tehsil Daska, District Sialkot.
Mobile # 0315-7705651.

..... Complainant

Versus

Gujranwala Electric Power Company (GEPCO)

..... Respondent

Date of Hearing: October 29, 2024

On behalf of:

Complainant: Mr. Ashiq Hussain S/O Sheikh Nazir Ahmed

Respondent: SDO, Daska-I (Gujranwala), GEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHAQ HUSSAIN S/O SHEIKH NAZIR AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING REFUND OF DEMAND NOTICE (REF # 24122210199400)

DECISION

This decision shall dispose of the complaint filed by Mr. Ashiq Hussain S/O Sheikh Nazir Ahmed (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. The Complainant in his complaint submitted that his electricity meter bearing reference number 24-12221-0199400 and sanctioned load of 08kW got burnt on July 21, 2024 due to rain. The Complainant stated that it was the responsibility of the GEPCO to replace the meter burnt due to force majeure i.e. rain in the instant case. However, he deposited the Demand Notice (DN) bearing No. 2015 of Rs. 49,500/- on August 15, 2024 to avoid the inconvenience. Therefore, the Complainant submitted the plea that amount of DN paid be refunded to him. The complainant approached GEPCO office, however, his grievance was not addressed. Subsequently, the complainant approached NEPRA for the same.

3. The matter was taken up with GEPCO for submission of para-wise comments/report. In response, GEPCO reported that the matter has been investigated through XEN GEPCO Division Daska, Gujranwala, who has reported that in accordance with the Customer Services Director's letter, all tube well and industrial meters are required to be replaced on cost deposit basis. A demand notice amounting to Rs. 49,500/- was issued to the consumer, which has been paid, and the meter was replaced under MCO No. 36/3 dated August 20, 2024.

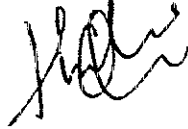
4. In order to probe further into the matter, hearing was held on October 29, 2024 at NEPRA Regional Office, Gujranwala which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. It was concluded that there was no fault in the wiring or the load, and the meter was burnt due to rain at 4am where meter was not consuming any units at all. In addition to the above, GEPCO M&T report confirmed that meter was not burn due to over-load or short circuit.

Relevant Clauses of NEPRA Consumer Service Manual (CSM) elaborate that:

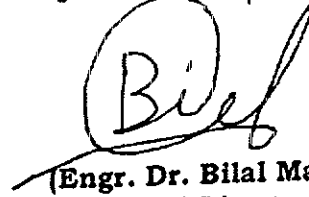
4.4 The DISCO (GEPCO in the instant case) will be responsible for covering the cost of the demand notice in case of meter replacement, as under:

"Defective/ damaged/ burnt/ display wash/ internal fault/ weathering effect etc. not due to Consumer's fault"

6. مندرجہ بالا حقائق کے پیش نظر، گیسکو کو ہدایت کی جاتی ہے کہ میٹرانڈ نوٹس کے ذریعے صارف سے وصول شدہ مبلغ 49500 روپے کی رقم صارف کو واپس کی جائے اور تفصیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Hudaima Qadir)
Assistant Director (CAD), Gujranwala



(Engr. Dr. Bilal Mascod)
Additional Director (CAD)

Gujranwala, November 29, 2024