



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.03/ ³⁹³³ -2025
September 15, 2025

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

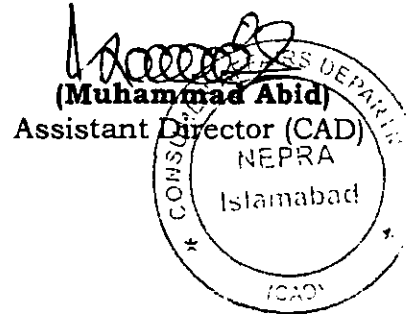
Subject: **DECISION IN THE MATTER OF COMPLAINT OF M/S ARHAM STEEL FURNACE
THROUGH MUSTAFA KAMAL (ADVOCATE) UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING FIXED CHARGES
(REF NO. 30121320005500U)**
Compliant No. GEPCO-NHQ-58947-08-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 15, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. C.E/ Customer Services Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
2. Mr. Zahid Iqbal,
M/s Arham Steel Furnace,
132-KV, Grid Station, Awan Chowk, GT Road,
Gujranwala.
3. Mr. Mustafa Kamal (Advocate),
27-Edgerton Road, Ajmal House, Lahore.
Cell: 0333-4639440





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

Complaint No. GEPCO-NHQ-58947-08-25

Mr. Zahid Iqbal,
M/s Arham Steel Furnace,
132-KV, Grid Station, Awan Chowk, GT Road,
Gujranwala.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 26, 2025

On behalf of:

Complainant: NEMO

Respondent: Mr. Ansar Mahmood Shaikh, CLO, GEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT OF M/S ARHAM STEEL FURNACE THROUGH MUSTAFA KAMAL (ADVOCATE) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING FIXED CHARGES (REF NO. 30121320005500U)**

DECISION

This decision shall dispose of the complaint filed by M/s Arham Steel Furnace through Mr. Mustafa Kamal Advocate (hereinafter referred to as the "Complainant" or "Petitioner") 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 filed a complaint before NEPRA received on July 25, 2025 regarding charging of fixed charges by GEPCO in the bill issued for the month of June 2025 in the light of tariff determination issued by NEPRA on July 11, 2024 and requested that the said tariff determination may be declared illegal alongwith revision of bill.

3. The matter was taken up with GEPCO for submission report and a hearing was held at NEPRA Head Office, Islamabad. The hearing was attended by GEPCO official(s) only whereas the Complainant remained absent. During the hearing and scrutiny of documents i.e. complaint/petition it was observed that the Complainant has challenged the tariff determination dated July 11, 2024 of the Authority and consequently fixed charges imposed by GEPCO in the electricity bill(s).

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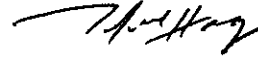
CRC Decision: M/s Arham Steel Furnace vs GEPCO (GEPCO-NHQ-58947-08-25)



4. It is clarified that remedy against the determination/order/decision of the NEPRA Authority is available under Section 12(G) of the NEPRA Act before the Appellate Tribunal and not under Section 39 of the said Act. In view thereof, this complaint is not maintainable and is disposed. Further proceedings in the matter are being closed by this office.



(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 15, 2025

