



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.03/3935-2025
September 15, 2025

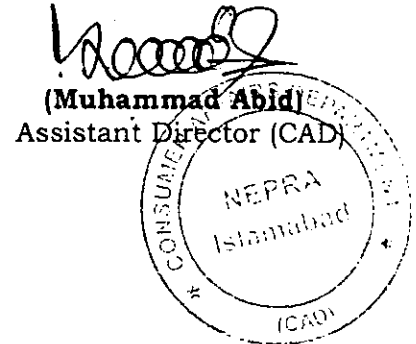
Chief Executive Officer,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.

Subject: **DECISION IN THE MATTER OF COMPLAINT OF M/S ZB STEEL FURNACES
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. 30-12136-0022500-U)**

Compliant No. GEPCO-NHQ-57178-07-25

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. Muhammad Ilyas,
M/s ZB Steel Furnace,
Dewan Road, Near Grid Station,
Eminabad, Gujranwala.
3. Mr. Mustafa Kamal (Advocate),
27-Edgerton Road, Ajmal House, Lahore.
Cell: 0333-4639440

Note: In case of any complaint, the consumers are advised to approach their respective distribution company in the first instance. In case of non-redressal of their grievances, the Consumers can file online complaint on NEPRA's website at following address:

<https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>



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

Complaint No. GEPCO-NHQ-57178-07-25

Mr. Muhammad Ilyas,
M/s ZB Steel Furnace, Dewan Road,
Near Grid Station, Eminabad, 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 ZB STEEL FURNACES 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. 30-12136-0022500-U)

DECISION

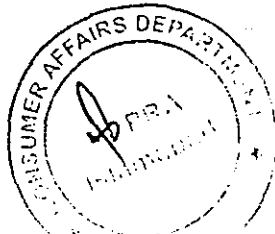
This decision shall dispose of the complaint filed by M/s ZB Steel Furnaces through Mr. Mustafa Kamal Advocate (hereinafter referred to as the "Complainant" or "Petitioner") against Gujranwala Electric Power Company Limited (hereinafter referred to as the "Respondent" or "GEPCO"), under Section 39 of 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 April 04, 2025 regarding charging of fixed charges by GEPCO in the bill issued for the month of April 2025, May 2025 and onwards 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. Subsequently the Complainant filed a W.P. No. 36829/2025 before Honorable Lahore High Court, Lahore and requested the Court to direct NEPRA for early disposal of the Complaint. The Court vide order dated June 18, 2025 directed NEPRA to decide the pending complaint expeditiously.

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: ZB Steel Furnace vs GEPCO (GEPCO-NHQ-57178-07-25)



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, (NEPRA) and not under Section-39 of the said Act. In view thereof, this complaint is not maintainable and is disposed of. Further proceedings in the matter are being closed by this office.



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



(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

