



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.03/ 3937 :2025
September 16, 2025

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

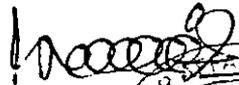
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAHAD SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DISCONNETION OF SUPPLY METER (REF # 27121133386300)
Case No. GEPCO-GJW-45421-10-24

Please find enclosed herewith the decision of the Complaints Resolution Committee dated September 16, 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. XEN Operation,
Gujranwala Electric Power Company (GEPCO),
Division-I, Gujranwala.
3. Mr. Muhammad Fahad Shahzad,
R/O Street No-04, Abadi Mahar Wazir
Nowshera Road, Gujranwala.
Mobile # 0324-7420003.


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)



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

Complaint No. GEPCO-GJW-45421-10-24

Mr. Muhammad Fahad Shahzad,
R/O Street No-04, Abadi Mahar Wazir
Nowshera Road, Gujranwala.
Cell # 0324-7420003.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 11, 2025
February 04, 2025
January 28, 2024

On behalf of:
Complainant: Mr. Muhammad Fahad Shahzad

Respondent: Mr. Anees Ahmed, Addl. XEN (Operation), GEPCO
Mr. Muhammad Asif, Commercial Assistant, GEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAHAD SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DISCONNECTION OF SUPPLY METER (REF # 27121133386300)

DECISION

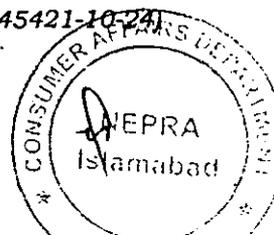
This decision shall dispose of the complaint filed by Mr. Muhammad Fahad Shahzad (hereinafter referred to as the "Complainant") against Gujranwala Electric Power Company Limited (hereinafter referred to as the "Respondent" or "GEPCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant is a consumer of GEPCO under reference No. 27-12113-3386300. During the month of June 2024, GEPCO officials informed the Complainant that his meter is running on industrial tariff instead of commercial tariff as the nature of business is commercial not industrial i.e. running a Pharmacy. Subsequently, GEPCO issued him a bill of Rs. 7,33,381 without providing any details and meter was also removed. The complainant approached GEPCO but his grievance was not redressed, therefore, the Complainant approached NEPRA for redressal of his grievances.

3. The matter was taken up with GEPCO for submission of report. In response, GEPCO submitted that a 3-Phase electricity meter of the Complainant became defective. The said meter was replaced with new healthy meter during the month of April, 2024 and the defective meter was sent to M&T for testing. As per download data of said meter, T-3 reading index was found as 12673 kWh. Therefore, GEPCO prepared detection bill of 12674 units on account of non-charged units of T3. GEPCO further added that the first installment

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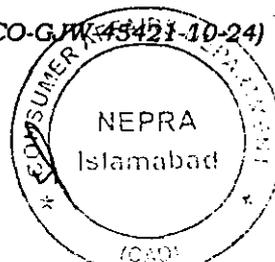
CRC Decision: Mr. Fahad Shahzad vs GEPCO (GEPCO-GJW-45421-10-24)



amounting to Rs. 70,525/- was paid by the complainant and cheques for remaining nine (09) installments were provided, however, these cheques were not credited on due dates, therefore, electricity meter was removed from the site on account of non-payment.

4. In order to proceed further hearings were held at NEPRA Regional Office, Gujranwala which were attended by both the parties wherein the parties advanced their arguments. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant got an industrial connection under reference No. 24-12113-3386300 in August 2015, however, the industry was shut down one month later, therefore, the Complainant started to use the same meter for commercial purpose (Tariff category: T-06). The Complainant did not submit application for change of tariff in GEPCO office. The meter reader recorded the reading every month, however, he never pointed out the discrepancy (misuse of tariff) neither to the consumer nor to GEPCO.
- ii. The energy meter became defective in April 2024 and was replaced during the same month. The removed energy meter was sent to M&T for testing. Consequently, the M&T Department reported that T3 segment reading of the meter has remained uncharged. In view thereof, GEPCO issued a detection bill of Rs. 733,381 in June 2024 on account of 12673 kWh uncharged units on the basis of M&T report dated May 02, 2024. It is worth mentioning that old energy meters used to have three segment readings i.e. T1, T2, and T3. T1 shows peak consumption and T2 & T3 shows off peak consumption. The complainant paid the first installment of Rs. 70,525 and provided nine cheques as surety. However, due to the non-realization of remaining amount, GEPCO removed the meter from site. Later on, the Complainant paid another amount of Rs. 250,000/-.
- iii. Analysis of the record reveals that the Complainant was not charged the actual consumption due to non-recording of one segment (T3) of meter. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM, taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 10-kW and according to the said provisions of CSM; Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was not charged the accurate billing due to sheer negligence of the concerned Meter Reader. Therefore, disciplinary action should be taken against the concerned meter reader.
- iv. Clause-6.1.4 of CSM provides that Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. In view of above, penalizing the Complainant on part of incompetency of LESCO officials is not justified.
- v. Further, according to the clarification regarding revised CSM issued vide letter dated March 26, 2021 if due to any reason the charges i.e. MDI, fixes charges, multiplying factor, power factor penalty, tariff category etc, have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six



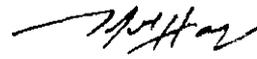
months, retrospectively. Therefore, the Complainant can be charged skipped energy charges in lieu of missing reading of T3 segment for a period of six months prior to date of checking as per the data downloading report dated May 02, 2024.

6. Foregoing in view, GEPCO is directed to withdraw the supplementary bill of 12673 pending units charged on account of missing reading of T3 segment of meter, however, the Complainant be charged a supplementary bill for missing reading of T3 segment of meter for a period of six (06) months prior to date of checking. Account of the Complainant be overhauled accordingly alongwith adjustment of already paid amount. Moreover, the Complainant be further charged difference of tariff for a period of six months prior to date of checking/replacement of meter and strict disciplinary action be taken against concerned staff for non-reporting of the discrepancy. The revised bill be issued to the Complainant within thirty (30) days. The Complainant is disposed of in above terms.



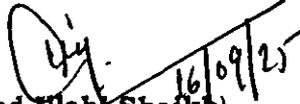
(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (Consumer Affairs)



(Muhammad Irfan ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor



(Naweed Ilahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 16, 2025

