



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/ 3938 -2025
September 16, 2025

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

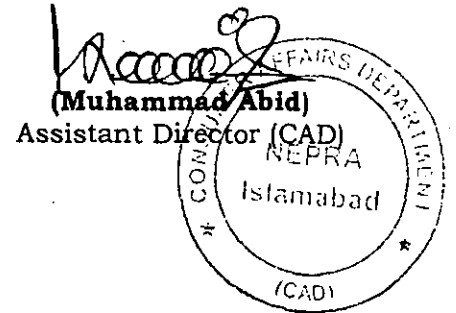
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED BUTT S/O TARIQ JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (REF # 13122112246006)
CASE NO. GEPCO-GJW-30568-11-23.

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),
Cantt, Gujranwala.
3. Mr. Ahmed Butt S/O Tariq Javed,
House No. 26, Street No. 2, Pahse. 1, Gujranwala Cantt.
Mobile # 0302-8600033.





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

Complaint No. GEPCO-GJW-30568-11-23

Mr. Ahmed Butt S/O Tariq Javed,
House No. 26, Street No. 2, Pahse. 1, Cantt,
Gujranwala.

..... Complainant

VERSUS

Gujranwala Electric Power Company (GEPCO)
Office # 87-B, Block-M, Trust Plaza,
Gujranwala

..... Respondent

Date of Hearing: March 17, 2025
March 11, 2025

On behalf of:

Complainant: Mr. Ahmed Butt S/O Tariq Javed

Respondent: Mr. Tariq Ali, Addl. Manager, Gujranwala Cantt, GEPCO
Mr. Ch. Mujahid Abbas, SDO, Gujranwala Cantt, GEPCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED BUTT S/O TARIQ JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (REF # 13122112246006)

DECISION

This decision shall dispose of the complaint filed by Mr. Ahmed Butt S/O Tariq Javed (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").

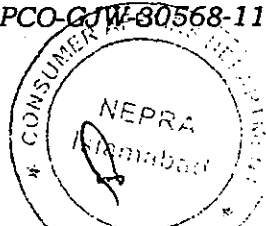
2. The brief facts of the case are that the Complainant in the Complaint submitted that GEPCO charged excessive units for the months of September & October, 2023 due to short circuiting of meter with the pole. The matter was taken up with GEPCO and hearings were held at NEPRA Regional Office, Gujranwala which were attended by both the parties. After detailed discussion it was revealed that bill was charged to the Complainant wrongly, therefore, NEPRA vide order dated January 03, 2025 directed GEPCO to charge consumption for disputed months on average basis. In compliance with the directions of NEPRA, GEPCO refunded an amount of Rs. 147,041/- to the complainant; however, GEPCO did not restore the electricity supply of the Complainant. Subsequently, the complainant again approached NEPRA for restoration of electricity supply and addressal of his grievance.

4. The matter was again taken up with GEPCO for submission of report whereby GEPCO submitted that in compliance with the orders of NEPRA, a refund/relief of 2281 units i.e. Rs. 147,041 has already been granted to the Complainant and connection of the Complainant was disconnected upon non-payment of dues and DCO (Disconnection Order) has elapsed more than one year, therefore, RCO (Re-connection Order) Fee and cost of meter is required to be paid by the Complainant.

5. In order to proceed further, a hearing was held at NEPRA Regional Office, Gujranwala which was attended by both the parties wherein the parties advanced their arguments. The case has been

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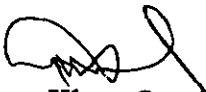
CRC Decision: Mr. Ahmed Butt vs GEPCO (GEPCO-GJW-30568-11-23)

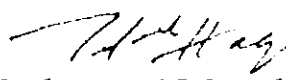



examined in detail in the light of the written/verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant is domestic consumer of GEPCO under reference No. 13122112246006. The incident of short circuiting of meter with pole occurred on August 30, 2023 leading to exorbitant recording of units. The complainant did not pay the bill and filed a complaint before NEPRA. Meanwhile GEPCO disconnected the electricity supply of the Complainant during the month of October, 2023 due to non-payment of disputed bill(s).
- (ii) Subsequently, NEPRA decided the case vide order dated January 03, 2025 whereby GEPCO was directed to charge average bill to the Complainant for September, 2022 and October, 2022 instead of charging of 2433 & 787 units during the months of September & October, 2023 respectively. In compliance with the directions of NEPRA, GEPCO refunded an amount of Rs. 147,041/- in lieu of adjustment of 2281 excessively charged units to the Complainant, however, GEPCO did not restore the electricity supply of the Complainant on the pretext of disconnection for over a year for which RCO (Reconnection Order) alongwith demand notice for the cost of the new meter.
- (iii) Refund of excessively charged units due to short circuiting proved that the Complainant was charged excessive bills by GEPCO officials and the Complainant couldn't pay the impugned bills. Subsequently, GEPCO disconnected the electricity supply of the Complainant due to non-payment of these excessively charged bills which were subsequently corrected on intervention of NEPRA.
- (iv) Clause-8.8 of Consumer Service Manual (CSM) provides that if a connection is disconnected by DISCO and subsequently such action is declared as null and void by NEPRA/POI/Court of Law/ any other competent forum, no fee/charges on account of reconnection fees/fixed charges/ minimum charges / security deposit/ cost of material is chargeable to the consumer. As GEPCO has already refunded the units charged excessively due to short circuiting of meter which proves that the Complainant was not on fault, therefore, demand of RCO fee and cost of meter from the Complainant is not justified.

7. Foregoing in view, GEPCO is directed to immediately restore electricity supply of the Complainant without charging of RCO (Re-connection Order) Fee and cost of meter from the Complainant as the same stands in violation of relevant provisions of Consumer Service Manual (CSM). The Complaint 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


(Naveed Imahi Shaikh)
Convener Complaints Resolution Committee/
Director General (CAD)

16/09/25

NEPRA
Islamabad
10001

Islamabad, September 16, 2025