



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.03/3939 -2025
September 16, 2025

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

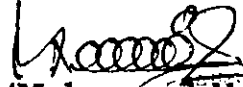
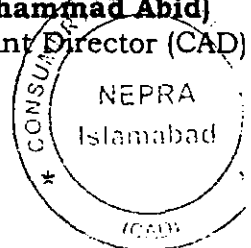
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY PAKTEX INDUSTRIES
THROUGH MR. UMAIR ISHTIAQ SAROYA UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION
BILL (REF # 30-12141-1911302)
CASE NO. GEPCO-NHQ-36614-04-24**

Please find enclosed herewith the decision of the Complaints Resolution Committee dated September 16, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

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. Umair Ishtiaq Saroya,
Paktex Industries,
2.5-KM, Tatlay Road, Sroya Abad, Kamoke.
Cell: 0300-9640511


(Muhammad Abid)
Assistant Director (CAD)


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-36614-04-24

Paktex Industries through Mr. Umair Ishtiaq Saroya,

.....Complainant

Versus

Gujranwala Electric Power Company (GEPCO)

..... Respondent

Date of Hearing: September 05, 2024

On behalf of:

Complainant: Mr. Umair Ishtiaq Saroya

Respondent: XEN Operation Kamoke (Gujranwala), GEPCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY PAKTEX INDUSTRIES UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING DETECTION BILL (REF # 30-12141-1911302).**

Decision

This decision shall dispose of the complaint filed by Paktex Industries, (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").

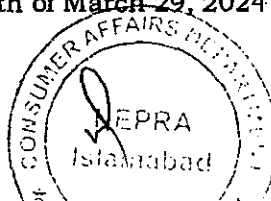
2. The complainant in the complaint submitted that he is an industrial consumer bearing reference number 30-12141-1911302 and received an additional bill of Rs. 16,30,714/- in March 2024. When the complainant visited GEPCO office, he was informed that the meter was found 33.33% slow due to a yellow phase dead stop. As a result, a detection bill was charged for the period of June 2023 to January 2024. GEPCO did not address the issue of the complainant, therefore, he approached NEPRA for correction of his bill and redressal of his grievance.

3. The matter was taken up with GEPCO for submission of parawise comments/report. In response, GEPCO reported that the meter was checked by M&T department on February 22, 2024 and declared it 33.33% slow due to yellow phase dead stop. Hence, a detection bill for the period of June, 2023 to January 2024 was charged to consumer. The consumer has already paid the detection bill and a new meter was installed at the site.

4. In order to probe further into the matter, hearing was held at NEPRA, Islamabad which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. 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 bearing reference number 30-12141-1911302 is an industrial consumer under B2b tariff category and has sanctioned load of 37kW.
- ii. M&T team of GEPCO visited the premises of the complainant on February 26, 2024 and found Yellow phase dead stop i.e. 33.33% slow.
- iii. In view of the above, the complainant was charged detection bill of Rs. 16,30,714/- during the month of March 29, 2024 for the period of June 2023 to

Page 1 of 2



January 2024 for 17856 units (off peak) and 13798 units (peak) and MDI of 189kW.

- iv. The complainant paid the above-mentioned detection bill and the meter was replaced in April, 2024.
- v. Clause 4.3.3 (c) (i) of Consumer Service Manual (CSM) provides that in case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of defective metering installation. Clause 4.3.3 (c) (ii) provides that charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles. In this case, GEPCO charged detection bill for extended period of eight (08) months which is contradictory to the aforementioned reiterated provisions of CSM.
- vi. There is no allegation against the complainant for involvement in theft of electricity.

6. Foregoing in view, GEPCO is directed to withdraw the detection bill amounting to Rs. 16,30,714/-. GEPCO is further directed to issue revised supplementary bill on the basis of 33.33% slowness for two months prior to date of checking and to enhance the multiplying factor (M.F) till replacement of the impugned metering equipment. Compliance report be submitted within fifteen (15) days


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naveed Hlaqi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 16, 2025

