



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.03/4318-2025
October 8, 2025

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

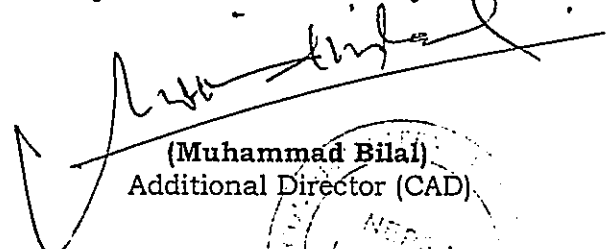
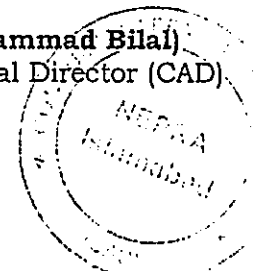
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM ABBAS S/O
AKBAR SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
GEPCO REGARDING RESTORATION OF ELECTRICITY SUPPLY & CORRECTION
OF BILL (REF # 5132610972300)
Case No. GEPCO-GJW-48411-12-24.

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 08, 2025 regarding the subject matter for necessary action and compliance within thirty (30) 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. XEN Operation,
Gujranwala Electric Power Company (GEPCO),
Division Kharian, Gujranwala.
3. Mr. Ghulam Abbas S/O Akbar Shah,
R/O Village Chudhe,
Tehsil Kharian, District Gujrat.
Mobile # 0301-5826110.


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. GEPCO-GJW-48411-12-24

Mr. Ghulam Abbas S/O Akber Shah,
R/O Village Chudhe, Tehsil Kharian, District Gujrat.
Cell # 0301-5826110.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: February 27, 2025
February 11, 2025
February 04, 2025
January 28, 2025

On behalf of:
Complainant: Mr. Ghulam Abbas S/O Akber Shah

Respondent: Mr. Yasser Arfaat, Revenue Officer (RO), GEPCO

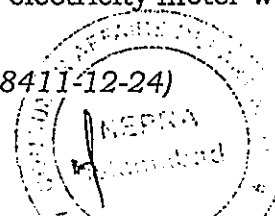
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM ABBAS S/O AKBAR SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING RESTORATION OF ELECTRICITY SUPPLY & CORRECTION OF BILL (REF # 05-12361-0972300)

DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Abbas S/O Akber Shah (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. Brief facts of the case are that the electricity meter of the Complainant was installed in May, 2021, however, it became defective in July 2022. The Complainant approached GEPCO for replacement, however, it was not replaced. Besides, he continued to receive electricity bills every month, which were paid by the Complainant regularly. In December 2023, the Complainant moved another application for replacement of the defective meter, and this time it was replaced during the same month. In July 2024, he received a detection bill for 10,193 units. The complainant approached GEPCO for correction of the bill but his grievance was not redressed. Therefore, the Complainant filed the instant complaint.

3. The matter was taken up with GEPCO for submission of report. In response, GEPCO submitted that the defective meter (display showing an OPEN ERROR) was replaced in December 2023, and the meter was sent to M&T Lab for checking and testing. M&T Lab declared that 10193 units are pending on the defective meter, therefore, the complainant was charged a detection bill for pending 10193 units during the month of July 2024, but the consumer did not pay the bill on due date, therefore, electricity meter was removed.



4. . In order to proceed further hearings were held at NEPRA Regional Office, Gujranwala which were attended by both the parties wherein they advanced their arguments. The case has been 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 a domestic consumer of GEPCO under reference No. 5132610972300 since May, 2021 against sanctioned load of 7 kW. The display of electricity meter of the Complainant became washed during the month of July, 2022 whereby the Complainant approached GEPCO for replacement, however, no action was taken in this regard. GEPCO kept charging zero units from July, 2022 to December, 2022. After that, GEPCO started charging random units from January 2023 to November 2023 under the code "SS", whereas, the snap on the bill clearly showed "OPENED". The complainant kept paying all the electricity bills regularly.
- (ii) The billing history of the Complainant is as under:

05-13261-0972300					
Month	Year				
	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	210	SS-0	100	110	DC - 0
February	208	SS-0	76	25	DC - 0
March	364	410	105	177	DC - 0
April	392	74	95	38	DC - 0
May	RP 370	118	95	25	DC - 0
June	178	24	110	124	DC - 0
July	228	SS-0	224	131	
August	464	SS-0	214	149	
September	332	SS-0	158	DC -122	
October	58	SS-0	114	DC - 0	
November	406	SS-0	85	DC - 0	
December	10	SS-0	RP 57	DC - 0	
Average	240	52	115	65	00

- (iii) In December, 2023, GEPCO replaced the meter after declaring it defective. M&T lab downloaded the data of meter number 081904 on February 19, 2024 which showed total recorded units as 12693 against already charged units as 2500 and issued its report in April 2024 stating status of the meter "Opened on Display". Consequently, GEPCO issued a letter on June 29, 2024 informing the Complainant about the pending units and subsequently issued a detection bill against pending 10193 units during the month of July, 2024. The Complainant did not pay the bill due to which the complainant's meter was removed from the site.
- (iv) According to Clause 4.3.2 of Consumer Service Manual (CSM), if the defectiveness of the meter is due to display wash then DISCO shall: (a) Replace the metering installation immediately or within two billing cycles; (d). the consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for



data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice. In case, data is not retrieved within six (6) months the consumer's account shall not be liable to any adjustment.

- (v) In the instant case, meter was replaced during the month of December, 2023 and M&T downloaded the data on February 19, 2024 whereas the bill charged during the month of July, 2024. Moreover, the bill snaps reveal that meter became defective in July, 2022 but no action was taken by GEPCO. After charging of zero units from July 2022 to December, 2022 GEPCO started charging of random consumption between the periods January, 2023 to November, 2023 on "SS" code.
- (vi) 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.

5. Foregoing in view, GEPCO is directed to withdraw the supplementary bill for 10193 units charged during the month of July, 2024, being in violation of CSM. However, the Complainant be issued average bills for the period of July 2022 to December 2022 for missing consumption. Account of the Complainant be overhauled by adjustment of already paid amount. Further, strict disciplinary action be taken against officials involved in non-replacement of defective meter. Revised bill be issued to the Complainant within thirty (30) days. 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

(Naweed Illahi Sharif)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 08, 2025

