



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.03/4888 -2025
November 06, 2025

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

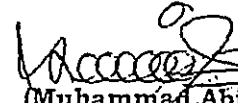
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUSHTAQ HUSSAIN S/O WAZIR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING NON PROVISION OF ELECTRICITY CONNECTION.
GEPCO-NHQ-4453-21

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 06, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy: -

1. Chief Engineer/Customer Service Director,
Gujranwala Electric Power Company (GEPCO),
Model Town GT Road, Gujranwala.
2. Assistant Director (CAD),
Office # 87, Block M, Trust Plaza, Gujranwala.
3. S.E (Operations), Gujranwala Cantt.
4. Mr. Mushtaq Hussain S/o Wazir Muhammad Chaudhary,
R/o St. No. 4/5, Iqbal Town, Gujranwala Cantt.
Cell # 0320-0880272


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



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. GEPCO-NHQ-4453-21

Mr. Mushtaq Hussain,
Street No. 4/5, Iqbal Town, Gujranwala.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: December 04, 2021
November 16, 2022
February 25, 2025
July 09, 2025

**On behalf of
Complainant:** Mr. Mushtaq Hussain

Respondent: 1). Mr. Tariq Mehmood, S.E (Operation), GEPCO
2). Mr. Shahzad Jameel, SDO (Operation), GEPCO
3). Mr. Muhammad Zubair SDO (Operation), GEPCO

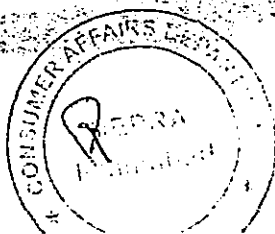
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUSHTAQ HUSSAIN S/O WAZIR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING NON PROVISION OF ELECTRICITY CONNECTION.

DECISION

This decision shall dispose of the complaint filed by Mr. Mushtaq Hussain (hereinafter referred to as the "Complainant") against Gujranwala Electric Power Company (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 in his initial complaint requested NEPRA to issue directions to GEPCO for provision of electricity connection at the required premises, as the same was denied by GEPCO on the pretext that the premises being located in an un-electrified area. The matter was taken up with GEPCO whereby GEPCO submitted that the connection cannot be provided to the Complainant because of non-availability of proper electrification/LT network in the area.

3. In order to proceed further, a hearing was held at NEPRA Head Office, Islamabad which was attended by both the parties whereby the matter was discussed in detail. Subsequently to the hearing, GEPCO was directed vide this office letter dated November 17,




2022; to provide temporary connection to the Complainant on cost deposit basis subject to fulfillment of codal formalities by the Complainant. In view thereof, further proceedings in the matter were closed by this office.

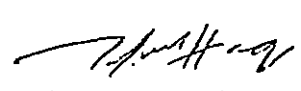
4. However, the Complainant once again approached this office and submitted that the electricity connection has not been provided by GEPCO as yet despite the fact he has provided NOC duly issued by Cantonment Board Gujranwala and requested that GEPCO be directed to provide connection to him. The matter was again taken up with GEPCO whereby it was informed that no LT line is available at site for provision of connection. Another hearing was held on July 09, 2025 which was attended by GEPCO officials only wherein the case was again discussed in detail. During the hearing GEPCO officials apprised that estimated demand notice regarding provision of temporary connection was prepared in accordance with directions of NEPRA vide order dated November 17, 2022, however, the Complainant did not receive the said document, therefore, installation of temporary connection remained pending. Furthermore, a site visit was conducted by NEPRA team on October 01, 2025, at the complainant's premises. The visit was carried out in the presence of the complainant and concerned GEPCO officials. The observations made during the site visit are detailed below:

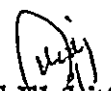
- i. The complainant applied for a domestic electricity connection with a load of 2 kW. The site under consideration comprises a total area of one kanal, subdivided into four plots of five marlas each. On one of these plots, a single room measuring 15 feet by 15 feet was found, having one door and one window. There is no boundary wall around the room, nor are there any kitchen or washroom facilities. Additionally, there is no proper access road or pathway leading to the site. No signs of residential activity or internal electrical wiring were observed. The land appears to be agricultural, with visible remnants of cultivation however, neither a solar power system nor a water bore was found installed at the location.
- ii. Clause 2.8.2. of Consumer Service Manual (CSM) envisages that a domestic connection may be provided only where the premises are being used for residential purposes. Since the structure is not habitable and lacks essential facilities, it cannot be classified as a "residential premises." In view of the said, the complainant is not entitled for a regular domestic connection.
- iii. At a short distance from the complainant's site, two houses were found locked from the outside during inspection, and neither had an electricity connection. Moreover, an agricultural electricity connection (tube well) was observed nearby, with its meter installed approximately 300 to 350 feet from Mohalla Gulabpura through an extended load cable. A High Tension (HT) line pole is located at distance of about 200 to 250 feet from the complainant's site.
- iv. As per GEPCO's Standard Operating Procedures (SOPs), the electricity supply distance from a pole should not exceed 40 yards. However, in the present case, GEPCO has reportedly allowed electricity supply to several houses in the same vicinity located approximately 300 to 320 yards away from the general transformer pole. The load cables are hanging exposed in the air, in violation of the prescribed ground clearance requirements, thereby posing a serious safety risk.
- v. The Cantonment Board Gujranwala, through its NOC dated January 14, 2022, has declared the area of Gulabpura as a new residential locality and allowed residents to obtain electricity connections at their own cost. In light of this, the complainant contended that since other residents have been provided electricity connections, he too should be granted the same facility.



5. Foregoing in view, and in accordance with clause 3.2 of the Consumer Service Manual (CSM), the complainant be provided a temporary electricity connection on a cost-deposit basis, subject to the completion of all codal formalities, if the complainant intends to undertake construction at the site. Furthermore, GEPCO is directed to issue demand notices to nearby consumers for the proper installation of poles and LT lines in order to replace the existing substandard and extended PVC connections. GEPCO is also instructed to initiate disciplinary proceedings against the officials responsible for allowing such non-standard and unsafe electricity connections through lengthy PVC, in violation of the prescribed safety and technical standards. The Complaint is disposed of in above terms.


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


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)


(Naweed Ilyas Shaikh) 06/11/25
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, November 06 , 2025

