



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

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

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.03/ 225 -2026
January 12, 2026

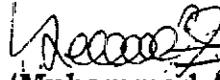
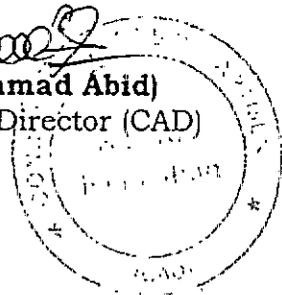
Chief Executive Officer,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABID SIDDIQUI
S/O JAFFAR ALI UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST GEPCO REGARDING ISSUANCE OF ADDITIONAL
DEMAND NOTICE.**

Complaint No. GEPCO-NHQ-39257-06-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 12, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)


Copy to:

1. C.E/Customer Service Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
2. Chief Engineer (Planning) GEPCO,
565/A, Model Town GT Road, Gujranwala.
3. Assistant Director (CAD),
NEPRA Regional office,
Office No. 87, Block M, Trust Plaza, Gujranwala.
4. Mr. Abid Siddiqui S/o Jaffar Ali
Siddique Housing Scheme Society, Aiman Abad Road,
Mandiki Goraya, Tehsil Daska, Sialkot.
Cell: 0300-6497692.



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

Complaint No. GEPCO-NHQ-39257-06-24

Mr. Abid Siddiqui,
Siddique Housing Scheme Society, Aiman Abad Road,
Mandiki Goraya, Tehsil Daska, Sialkot.
Cell: 0300-6497692

Complainant

VERSUS

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

Respondent

Date of Hearing: August 21, 2025
June 17, 2025

On behalf of
Complainant: Syed Tawab Ali Shah
Respondent: Mr. Farhan Akhtar, AD (P&E), GEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABID SIDDIQUI S/O JAFFAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE

DECISION

This decision shall dispose of the complaint filed by Mr. Abid Siddiqui (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 complaint agitated that he has developed a housing society in Tehsil Daska, District Sialkot wherein he deposited demand notice for electrification of the society. However, when the Complainant demanded for installation of Transformer after payment of demand notice; GEPCO officials informed them that the material rates have been escalated and a revised demand notice was issued to the Complainant. The Complainant is of the view that he already deposited demand notice on time then it was unfair to demand escalation charges at a belated stage. Subsequently, the Complainant approached NEPRA for redressal of his grievance.

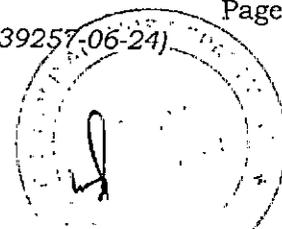
3. In order to analyze the matter, a hearing was held on June 17, 2025, at NEPRA Head Office, Islamabad wherein both the parties participated and advanced their respective arguments. During the hearing, GEPCO official submitted that electrification work of the Complainant was halted due to the issue of right of way. As a way to further examine the matter, another hearing was held on August 21, 2025, in attendance of both the parties and the matter was deliberated at length.

4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- (i) The Complainant developed a housing scheme in the name of Siddiqui Housing Scheme situated at Eminabad Road Mondekey Goraya Daska Distt. Sialkot and applied GEPCO for external electrification against ultimate load of

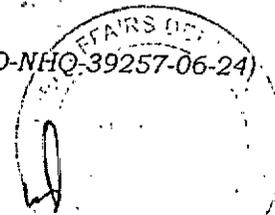
Decision: Mr. Abid Siddique s/o Jaffar Ali vs. GEPCO. (GEPCO-NHQ-39257-06-24)

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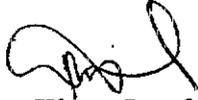


786 kW whereby GEPCO issued Demand Notice on February 14, 2022 to the Complainant amounting to Rs. 20,498,000/- which was paid by the Complainant in full on March 12, 2022.

- (ii) During the work in progress whereby 2x100 KVA and 3x200 KVA transformers were installed and work regarding installation of 4x100 KVA transformers remained pending due to non-availability. Later, GEPCO issued a revised (another) Demand notice amounting to Rs. 4,674,075/- to the Complainant on April 12, 2023 on account of escalation of cost of pending material i.e. transformers alongwith allied material. GEPCO also revised the rehabilitation charges to the tune of Rs. 1,218,000/- which are part of the revised demand notice.
- (iii) According to Clause-2.4.6 of Consumer Service Manual (CSM) if escalation in cost of material takes place within the time period required for installation of connection/ electrification, as the case may be then in such a case additional cost due to escalation, shall be paid by the applicant, however, no escalation charges shall be applicable if enhancement in rates of material takes place after the lapse of time period given for installation of connection. The ultimate load of the society is 786 kW and according to time frame given in Consumer Service Manual (CSM) read with National Electric Power Regulatory Authority Performance Standards (Distribution) Rules, 2005 for load above 500 kW but not exceeding 5000 kW DISCOs are required to complete the electrification work within seventy six (76) days of payment of demand notice. Further, according to Clause-2.7.1 of CSM, in cases where work is required to be carried out by DISCO and there is shortage of material or the material is not available due to any reason; DISCO may ask the sponsor / applicant to procure required material as per the specifications of DISCO at its own from the approved vendors of DISCO.
- (iv) In the instant case no notice has been placed on record by GEPCO regarding procurement of non-available material by the Complainant from open market. Therefore, penalizing the Complainant through revised demand notice in the absence of above mentioned notice and based on the escalated material cost after lapse of approximately (12) months of payment of first demand notice i.e. December 11, 2021 is unwarranted. Moreover, GEPCO also violated the threshold period prescribed for the installation of connection. GEPCO issued the revised/additional demand notice contrary to Clause 2.4.6 of CSM, therefore, the same is not liable to be paid by the Complainant.
- (v) Moreover, considering the contentions of GEPCO regarding the non-provision of right of way by the Complainant causing delay in execution of remaining work, the record reflects that the first notice was issued to the Complainant on May 16, 2022 along with the several reminders on subsequent dates, however, authenticity of which has been disputed by the Complainant due to the non-receipt of notices issued by GEPCO. Moreover, according to documents placed on record by GEPCO, first notice was served on May 16, 2022 after excessive delay of approximately four (4) months from the cutoff date required for completion of electrification work of the society i.e. January 27, 2022. It is also an established fact that the issue of right of way was pertaining to location of pole(s) outside the society and there was no hindrance inside the society for execution of work where transformers were required to be installed. Therefore, GEPCO should have completed the electrification work inside the society including installation of transformer(s) which is/are contributing major cost of additional demand notice. Moreover, GEPCO has not raised any issue of non-availability of material, hence, the instant issue of right of way is only floated by GEPCO to hinder the path of justice and cover the sheer negligence of concerned GEPCO officials.

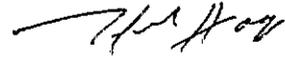


5. Forgoing in view, GEPCO is directed to issue revised demand notice to the Complainant as per the rates applicable as on January 27, 2022 (the time period under which GEPCO was obligated to energize the connection/electrification). Upon payment of difference of cost (if any) electrification work be completed without further delay after completion of all other codal formalities. The Complaint is disposed of in above terms.



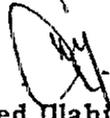
(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (Consumer Affairs)



(Muhammad Irfan ul Haq)

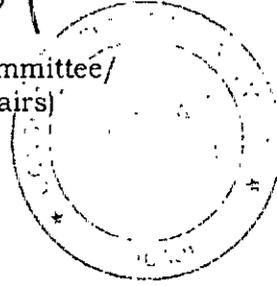
Member Complaints Resolution Committee
/ Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (Consumer Affairs)

12/01/26



Islamabad, - January 12, 2026