



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.03/1761 -2026  
January 28, 2026

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

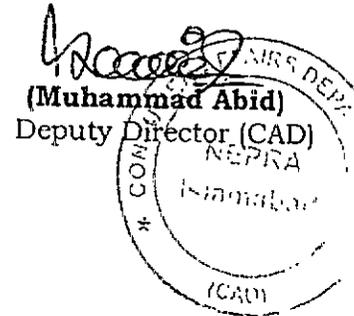
**Subject: DECISION IN THE MATTER OF COMPLAINT OF MR. ZULFIQAR ALI S/O NOOR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ADDITIONAL DEMAND NOTICE FOR ELECTRIFICATION OF AL-RAHEEM RESIDENTIA**  
**Compliant No. GEPCO-NHQ-57229-07-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 28, 2026 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. Mr. Zulfiqar Ali S/o Noor Muhammad,  
Al-Raheem Residentia, Shakargarh Road,  
Narowal.



**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-57229-07-25

Mr. Zulfiqar Ali S/o Noor Muhammad,  
Al-Raheem Residentia, Shakargarh Road,  
Narowal.

..... Complainant

VS.

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

..... Respondent

Hearing(s):

October 28, 2025

On Behalf of the Complainant:

Mr. Zulfiqar Ali

On Behalf of Respondent/ GEPCO:

Mr. Ashraf Ali (CE Planning)  
Mr. Tahir Amir, Add. SE, GEPCO  
Mr. Farhan Akram (AD Planning)

Subject: DECISION IN THE MATTER OF COMPLAINT OF MR. ZULFIQAR ALI S/O NOOR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING ADDITIONAL DEMAND NOTICE FOR ELECTRIFICATION OF AL-RAHEEM RESIDENTIA

DECISION

This decision shall dispose of the complaint filed by Mr. Zulfiqar Ali (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 they applied to GEPCO for external electrification of Al-Raheem Residentia, Shakargarh Road Narowal on December 12, 2019. In response GEPCO issued a demand notice amounting to Rs. 11,764,000/- on January 08, 2021 which was paid on February 08, 2021 after getting extension in the due date. GEPCO did not complete the work but issued another (additional) demand notice amounting to Rs. 89,16,335/- on April 17, 2023 after more than two years of payment of its demand notice on account of escalation of rates of material which is clear violation of relevant provisions of Consumer Service Manual (CSM). Due to non-payment of illegal additional demand notice, GEPCO did not complete the electrification work of the society, therefore, requested NEPRA for issuance of directions to GEPCO for completion of the electrification work against already paid demand notice.

CRC Decision: Mr. Zulfiqar Ali vs. GEPCO (GEPCO-NHQ-57229-07-25)

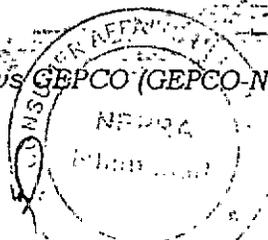
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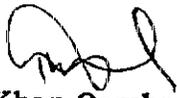
3. The matter was taken up with GEPCO and in order to finalize the matter hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the case was discussed in detail. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- (i) The Complainant developed a housing scheme in the name of Al-Raheem Residentia, Shakargarh Road Narowal and applied to GEPCO for external electrification against ultimate load of 798.33 kW whereby GEPCO issued Demand Notice on January 08, 2021 to the Complainant amounting to Rs. Rs. 11,764,000/- which was paid by the Complainant in full on February 08, 2021 after getting extension in the due date from GEPCO.
- (ii) GEPCO submitted that after allocation of material against paid demand notice; work pertaining to erection of HT/LT poles and LT conductors has been completed but work regarding HT conductors is partially pending. Similarly, out of total 9x transformers (100 & 200 KVA); 1x 100 KVA and 3x 200 KVA transformers are to be installed. As such major portion of work has been completed and remaining work was halted due to shortage of material. Subsequently, upon availability of material, the Complainant was issued additional demand notice amounting to Rs. 89,16,335/- on April 17, 2023 as per prices in vogue which has not been paid by the Complainant. After hearing held on October 28, 2025 at NEPRA Head Office, Islamabad; GEPCO carried out further work against the pending paid amount and submitted latest status whereby it was informed by GEPCO vide letter dated December 08, 2025 that an amount of Rs. 63,48,000/- is required for completion of remaining work.
- (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 798.33 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 i.e. upto April 25, 2021. 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. Further no record has been provided by GEPCO to establish shortage of material at GEPCO stores. Therefore, penalizing the Complainant through revised demand notice based on the escalated material cost after lapse of approximately two (02) years of payment of first demand notice i.e. February 08, 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.

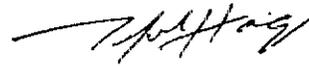
5. Foregoing in view, GEPCO is directed to withdraw the additional (revised) demand notice issued to the Complainant amounting to Rs. 63,48,000/- dated December 08, 2025 being unjustified and in violation of relevant provisions of Consumer Service Manual



(CSM), however, GEPCO can charge escalation of rates as per the rates applicable as on April 25, 2021 (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.



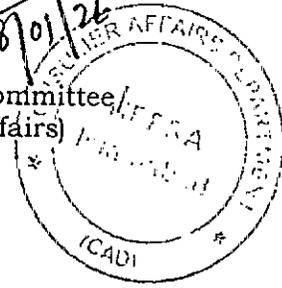
(Lashkar Khan Qambrani)  
Member Complaints Resolution Committee/  
Director (Consumer Affairs)



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



(Naweed Illahi Shaikh)  
Convener Complaints Resolution Committee/  
Director General (Consumer Affairs)



Islamabad, January 28, 2026