



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad
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**Consumer Affairs
Department**

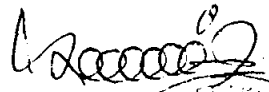
TCD.03/ ³⁶² -2026
September 15, 2026

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. SHAHRAYAR PASHA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (A/C # 06121340267700)
Complaint No. GEPCO-NHQ-60746-09-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 15, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. C.E/ Customer Services Director,
Gujranwala Electric Power Company (GEPCO),
565/A, Model Town GT Road, Gujranwala.
2. Mr. Zafar ul HAQ, Deputy Manager,
Central Complaint Cell GEPCO, (Focal Person, NEPRA)
565/A, Model Town, GT Road, Gujranwala.
3. Addl. Chief Engineer,
GEPCO City Circle, 132-KV Grid Station, Near Gulshan Iqbal Park,
565/A, Model Town GT Road, Gujranwala.
4. Mr. Shahrayar Pasha,
House No. 12, Shafqat Avenue, Street # 3, Jail Town,
Gujranwala.
Cell # 0321-8149999



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

Complaint No. GEPCO-NHQ-60746-09-25

Mr. Shahrayar Pasha, ... Complainant
House No. 12, Shafqat Avenue, Street # 3, Jail Town,
Gujranwala. Cell # 0321-8149999

VERSUS

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

Date of Hearing: August 18, 2026

**On behalf of
Complainant:** Mr. Shahrayar Pasha

Respondent: Mr. Shahbaz Ahmed, Addl. Chief Engineer, GEPCO.
Mr. Zahid H Soomro, XEN, Division-III, GEPCO
Mr. Usman Ashgar, SDO, GEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHRAYAR PASHA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING EXCESSIVE BILLING (A/C # 06121340267700)

DECISION

This decision shall dispose of the complaint filed by Mr. Shahrayar Pasha (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 filed a complaint against GEPCO whereby it was submitted by the Complainant that at the time of replacement of status of the meter was "OPENED", therefore, on November, 2023 the Complainant informed GEPCO regarding the said discrepancy. After multiple complaints the defective meter was removed from site by GEPCO during the month of November, 2024 (after almost a period of one year) and during the period of defectiveness; the Complainant was continuously billed on the basis of inaccurate/random meter readings. In August 2025, when the Complainant requested for a copy of bill and reconnection; a bill of Rs. 9,86,090/- was issued to the Complainant whereas bill at the time of disconnection (Nov-2024) was Rs. 294,705/-.

3. The matter was taken up with GEPCO and hearings were held at NEPRA Head Office, Islamabad, which were attended by both the parties GEPCO and the Complainant wherein the matter was discussed in detail. The case has been examined in the light of arguments advanced by the parties, documents placed on record and applicable law. The following has been observed:

- (i) The Complainant is a domestic consumer of GEPCO against Reference No. 06121340267700, having a sanctioned load of 05 kW and a three-phase

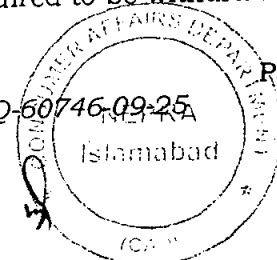
connection is installed at his residence situated at Chand-da-Qila, Gujranwala.

- (ii) Billing history of the Complainant is as under:

Month/ Year	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)	2026 (Units)
January	463	986	489	489	0 (Disc)	0 (Disc)
February	5000	484	301	301	0 (Disc)	0 (Disc)
March	00	548	248	414	0 (Disc)	0 (Disc)
April	112	1268	198	749	0 (Disc)	0 (Disc)
May	322	1048	382	429	0 (Disc)	0 (Disc)
June	526	801	409	1181	0 (Disc)	
July	762	668	622	1144	0 (Disc)	
August	1236	539	578	1194	0 (Disc)	
September	1176	633	514	920	0 (Disc)	
October	1364	536	509	1293	0 (Disc)	
November	964	475	509	1070-Disc	0 (Disc)	
December	1028	506	220	0 (Disc)	0 (Disc)	

Analysis of billing history reveals that the Complainant was charged average units during the months of January, 2024 & February, 2024; and random units from March, 2024 to November, 2024 which support the Complainant's version regarding charging of excessive/random units.

- (iii) In November, 2023; the Complainant observed that meter installed at the premises is defective (with an "OPEN" status on its display), therefore, the concerned GEPCO officials were approached for removal of the discrepancy, however, the issue was not rectified by GEPCO due to which meter reading was not carried out as per actual meter reading snaps rather the Complainant was charged random units.
- (iv) Clause-4.3.1(a) of the Consumer Service Manual (CSM) provides that a defective meter shall be replaced immediately or within two billings cycles if meters are not available with DISCO and during the defective period, the consumer will be charged consumption on average basis. However, in the instant case, the meter was not replaced by GEPCO and the Complainant was charged random readings instead of average bills
- (v) According to the PITC data, the electricity meter of the Complainant was removed in November, 2024 without installing any other meter/check meter. The removed meter was sent to M&T Department for retrieval of the actual consumption recorded by the meter. The M&T Laboratory, vide its report dated March 18, 2025, determined the final meter reading as 37157 units, comprising of 30110 off-peak units and 7046 peak units, whereas, GEPCO had already charged the Complainant for 25268 units, comprising of 20719 off-peak units and 4549 peak units. Accordingly, GEPCO charged the Complainant, for difference of reading i.e. 11889 units (9391 off-peak and 2498 peak units) during the month of May, 2025.
- (vi) Clause-4.3.2 of the CSM provides that in case of a defective/display-washed meter, the data of the impugned meter shall be retrieved and the actual consumption established from such retrieved data shall be charged to the consumer. The consumption already charged through average billing is to be adjusted accordingly. The said provision further stipulates that the consumer's account shall not be debited with additional units where the data of the display-washed meter is not retrieved within three months of its replacement. However, in the instant case the Complainant was charged retrieved units after almost seven months of removal of meter from site. Therefore, detection bill charged to the Complainant for 11889 units, on account of difference of retrieved units is required to be withdrawn being in

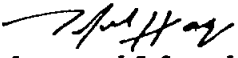


the violation of relevant provisions of Consumer Service Manual (CSM) Moreover, the random units charged w.e.f March, 2024 to October, 2024 are required to be revised on average basis.

4. Foregoing in view, GEPCO is directed as under:

- (i) To withdraw the detection bill of 11888 units issued to the Complainant during the month of May, 2025 on account of data retrieval as the Complainant has already been charged on average basis and GEPCO took seven (07) months for data retrieval which is in violation of relevant provisions of Consumer Service Manual (CSM).
 - (ii) The bills charged on random basis w.e.f. March, 2024 to October, 2024 be revised on average basis.
 - (iii) The electricity supply of the Complainant be restored immediately by installing a healthy/new meter without charging any cost of material.
 - (iv) Action be also taken against the concerned staff under GEPCO Service Rules for not replacing the meter for almost seven (07) months in violation of CSM.
 - (v) The revised bill be issued within thirty (30) days.
5. 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 (Consumer Affairs)


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

Islamabad, September 15, 2026