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.03/4255 -2026
October 28, 2026

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NADEEM AKHTAR SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING TARIFF ISSUE (REF 30 12312 1135500).
Complaint No. **GEPCO-GJW-55260-06-25**

Please find enclosed herewith the order of the NEPRA Complaints Resolution Committee (CRC), dated October 28, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPARTMENT
(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. Incharge NEPRA Regional office,
   Office 87 B, Block M, Trust Plaza Gujranwala.

4. XEN (Operation) Gujrat-I Division, GEPCO
   Allah Loke Colony, Gujrat.

5. Mr. Nadeem Akhtar Shahzad
   Councel for Zeeshan Azam,
   Nadeem Tax Law Associates, Gujrat Center,
   Near Bank Al Falah, GTS Chowk, Gujrat
   Cell # 0345-6936012.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. GEPCO-GJW-55260-06-25

Mr. Nadeem Akhtar Shahzad ..... **Complainant**
Counsel for Zeeshan Azam,
Nadeem Tax Law Associates, Gujrat Center,
Near Bank Al Falah, GTS Chowk, Gujrat.

VERSUS

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

Date of Hearing: July 15, 2025

On behalf of Complainant: Mr. Nadeem Akhtar Shahzad

Respondent: Mr. Nasir Ahmed, Addl. DCM, GEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NADEEM AKHTAR SHEHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING TARIFF ISSUE (REF # 30-12312-1135500)

DECISION

This decision shall dispose of the complaint filed by Mr. Nadeem Akhtar Shahzad (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 Complainant agitated the issuance of a detection bill by GEPCO on the basis of difference of tariff and prayed for its withdrawal. The matter was taken up with GEPCO and in response, GEPCO submitted that detection bill of Rs. 25,15,296/- was charged against the Complainant's cold storage connection on account of difference of tariff between applicable B-2 to existing A-2 tariff.

3. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Gujranwala which was attended by both the parties wherein the matter 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 hearing and the applicable law. Following has been observed:

(i) The Complainant's connection installed against reference number 30-12312-1135500 having cold storage facility, was being charged under industrial (B2)

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tariff, initially. Later, the Federal Government vide SRO No. 1170(I) 2022 dated July 25, 2022 notified application of commercial tariff against cold storages w.e.f. July 01, 2022, however, the connection continued to be billed under the industrial tariff until March, 2025 by GEPCO. Subsequently, a detection bill amounting to Rs. 25,15,296/- on account of the difference of tariff was levied by GEPCO against the connection for period of (33) months i.e. July, 2022 to March, 2025.

(ii) GEPCO was of view that the detection bill for the period of (33) months, levied due to pendency of review petition(s) filed by owners of cold storages against the earlier tariff determination of NEPRA and above noted SRO. However, it is of note that during the pendency of such review petitions, NEPRA did not issue restraining order or revert its earlier determination regarding application of commercial tariff to cold storages.

(iii) GEPCO was also directed vide this office letter No. TCD.03/1421-2023 dated April 12, 2023 to submit details regarding charging of industrial Tariff to cold storages instead of commercial in violation of determination of the Authority. Later, a hearing was held on May 23, 2023 at NEPRA Head Office, Islamabad wherein inter alia, GEPCO submitted that the subject connection's tariff has been converted into commercial from previously charged industrial. However, charging of detection bill from July, 2022 until March, 2025 reflects that tariff was, in fact, not changed to commercial in violation of the Authority directions.

(iv) Taking cognizant of above narrated facts, it can be concluded that industrial tariff was ought to be applied to cold storages from July, 2022 as per notified tariff terms and conditions which was not adhered by GEPCO until March, 2025 in the instant case. In view thereof, the recovery of difference of tariff between applicable commercial & charged industrial tariff, in the form of detection bill is justified and the same is liable to be paid by the Complainant.

4. Foregoing in view, the Complainant's prayer is not allowed and 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

28/10/26

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

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Islamabad, October 28, 2026