National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Consumer Affairs Department, NEPRA TOWER
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

TCD.10/4173 -2026
October 27, 2026

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

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MUHAMMAD AKRAM S/O MUHAMMAD ASLAM AGAINST THE DECISION OF NEPRA IN THE MATTER OF COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING WRONG BILLING (REF # 16124361047200, 16124361047201)**
Complaint No. GEPCO-GJW-64827-11-25 & GEPCO-NHQ-64882-11-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 27, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. Deputy Advisor (Incharge), Wafaqi Mohtasib Secretariat, Regional Office, House # 247-B, General Bus Stand Road, Near Suleman Sweets, Model Town, Gujranwala. Ph. 055-9330616
2. C.E/ Customer Services Director, Gujranwala Electric Power Company (GEPCO), 565/A, Model Town GT Road, Gujranwala.
3. Incharge NEPRA Regional Office,
   Office # 87, Block-M, Trust Plaza Gujranwala.
   Ph # 055-3822766
4. Mr. Muhammad Akram S/O Muhammad Aslam,
   R/O Kotli Loharan East, Muhallah Chungi No-2,
   Tehsil & District Sialkot. Cell # 0336-7309701.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. GEPCO-GJW-64827-11-25 & GEPCO-NHQ-64882-11-25

Mr. Muhammad Akram S/O Muhammad Aslam, ... **Complainant/ Petitioner**
R/O Kotli Lohran East, Mohall Chungi # 02,
Tehsil & District Sialkot.
Cell # 0336-7309701.

VERSUS

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

Date of Hearing: August 20, 2026

On behalf of:
Complainant: Mr. Muhammad Akram S/O Muhammad Aslam

Respondent: Mr. Abdul Qayum, XEN (Op), GEPCO

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MUHAMMAD AKRAM S/O MUHAMMAD ASLAM AGAINST THE DECISION OF NEPRA IN THE MATTER OF COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST GEPCO REGARDING WRONG BILLING (REF # 16124361047200, 16124361047201)**

DECISION

This decision shall dispose of the motion for leave for review filed by Mr. Muhammad Akram S/O Muhammad Aslam (hereinafter referred to as the "Complainant") against the decision of NEPRA Complaints Resolution Committee dated May 20, 2026 (the impugned decision) in the matter of complaint filed 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 agitated the issue of wrong billing as well as withdrawal of his protected category status by GEPCO. In addition; the Complainant raised the issue of disconnection of electricity supply. Accordingly, the matter was taken up with GEPCO and hearings were also held which were attended by both the parties wherein the matter was discussed in detail. In light of available record and arguments advanced by the parties; it was concluded that the Complainant was charged consumption as per actual meter reading (snap) for the month of July, 2025 against reference No. 16124361047200 and the Complainant was rightfully placed outside the protected category due to his higher consumption beyond 200 units i.e. 305 units. Moreover, disconnection of electricity meter installed against reference No. 16124361047201 was found justified, however, GEPCO did not adopt due procedure for disconnection of electricity meter installed at another premises (havaili) against reference No. 16124361047202 if there was any misuse of tariff. Therefore, GEPCO was directed vide decision dated May 20, 2026; to restore the electricity connection against reference No. 16124361047202 and procedure for misuse of tariff provided in

3. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad duly attended by both the parties wherein the case discussed in detail. Subsequently, FESCO was directed for provision of some record and event wise data downloading report of the impugned meter. The record was provided by FESCO vide letter No. 5013 dated June 06, 2026. Therefore, a final hearing was held on October 22, 2026. The case has been examined at length 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 industrial connection installed against reference number i.e.28-13153-5300136 was charged detection bill of 611842 units during the month of January, 2026 for a period of three (03) month (December, 2024 to February, 2025). Perusal of the documentary evidence reveals that during routine checking by FESCO dated March 06, 2025 billing meter of the Complainant was found 33.3% slow due to non-functionality of blue phase CT. Accordingly, in the bill issued for the month of January, 2026; FESCO charged a detection bill of 611842 units for the period from December, 2024 to February, 2025 and subsequently enhanced the MF w.e.f. March, 2025 todate because discrepancy has not been removed due to non-provision of CTs by the Complainant.

(ii) According to Clause-**4.3.3 (c)** of the Consumer Service Manual (CSM), in case slowness is established, charging of bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which has been violated by FESCO in instant matter by levying detection bill for an extended period of three months, therefore, the same is required to be revised for the period of two months prior to the date of checking. CSM further envisages that DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation.

4. Foregoing in view, FESCO is directed to revise the detection bill of 611842 units, charged in January, 2026 from three (03) months to two (02) months on 33.3% slowness prior to the date of checking. Charging of bill with enhanced multiplying factor (M.F) be continued till removal of discrepancy by FESCO. Revised bill be issued to the Complainant within thirty (30) days. 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

27/10/26

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

CONSUMER AFFAIRS DEPTT. NEPRA Islamabad (CAD)

Islamabad, October 27 , 2026