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National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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**OFFICE OF THE
REGISTRAR**

No. NEPRA/R/D(CAD)/TCD.05/ 358-60

January 13, 2015

Chief Executive Officer
Lahore Electric Supply Company Ltd. (LESCO)
22-A, Queens Road,
Lahore

Subject: DECISION IN THE MATTER OF COMPLIANT FILED BY MR. SHAHID RASOOL S/O GHULAM RASOOL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (AC # 20 11212 3042703) Complaint # LESCO-38/2014

Please find enclosed the decision of NEPRA in the subject matter for necessary action and compliance within thirty (30) days of receipt of this letter.

Encl:/As above

13/1/15
(Ntikhar All Khan)
Deputy Registrar

Copy to:

C.E./Customer Service Director,
Lahore Electric Supply Company Ltd. (LESCO),
22-A, Queens Road, Lahore

Mr. Shahid Rasool S/o Ghulam Rasool,
House No. 40, Gul-e-Damin Society,
Near Ameer Chowk, College Road, Lahore



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: LESCO-38-2014

Mr. Shahid Rasool S/O Ghulam Rasool **Complainant**
House No: 40 Gul-e-Damin Society
Near Armeer Chowk,
Collage Road, Lahore.

Versus

Lahore Electric Supply Company (LESCO), **Respondent**
22-A, Queen's Road, Lahore

Date of Hearing: November 11, 2014

Date of Decision: January 09, 2015

On behalf of:

Complainant Mr. Shahid Rasool

Respondent: Mr. Ahmed Faraz Saleem, Additional XEN (Johar Town LESCO)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHID RASOOL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (AC # 2011212 3042703)**

Decision

1. This decision shall dispose of the complaint (received on May 15 ,2014) filed by Mr. Shahid Rasool S/o Ghulam Rasool (hereinafter referred to as "the Complainant") under section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against Lahore Electric Supply Company (hereinafter referred to as "the Respondent" or "LESCO").
2. The Complainant in his complaint stated that in the month of January 2014, he received a bill with arrears amounting to Rs: 2,45,323/- without any notice. He approached LESCO but no one explained the reason of inclusion of arrears and supply was disconnected and he was forced to pay

the bill along with meter cost. Upon payment of arrears, the supply was restored and the meter was replaced after two months. He again approached LESCO for correction of the bill but he was informed that the team checked his meter on August 12, 2013 and reported the discrepancy that the meter's yellow phase was dead and display indication was missing, running load was observed on the same phase as 8.1 Amperes. The Complainant added that according to M & T report, the data was required to be downloaded before taking any further action but instead of downloading the meter data, LESCO charged detection bill for 12 months by violating rules and regulations. The Complainant further stated that M & T checking team declared the yellow phase dead during the checking on August 12, 2013 but prior to that the meter was running OK because the LESCO staff takes meter reading on monthly basis and issue bills accordingly and he was never intimated about any discrepancy in the meter. The Complainant further stated that the matter was also not referred by LESCO to Electric Inspector as per provisions of Electricity Act, 1910 and also no check meter was installed. The Complainant prayed that the detection bill amounting to Rs. 2,45,323/- be withdrawn and the amount paid by him be refunded along with cost of meter paid by him.

3. The matter was taken up with LESCO for submission of para-wise comments. In response, LESCO vide letter dated July 01, 2014 reported that the meter was checked by Metering and Testing Department (M&T) on August 12, 2013 and found "meter yellow phase dead". In order to recover the loss sustained by the company, a detection bill amounting to Rs. 2,45,323/- for 15311 units for the period from June, 2012 to June, 2013 was charged as per connected load i.e. 6.640 kW.
4. The report of LESCO was sent to the Complainant for information / comments. In response, the Complainant vide letter dated August 6, 2014 raised his observations over the report of LESCO and reiterated his earlier version. The matter was again taken up with LESCO for submission of comments on the rejoinder of the Complainant. In response, LESCO vide letter dated September 25, 2014 reiterated its earlier version and further submitted that the detection bill has been charged as per policy and the same is justified and correct.
5. To probe further into the matter, a hearing was held on November 11, 2014 at NEPRA Head Office, Islamabad which was attended by both the parties. The parties advanced their arguments based on their earlier versions. The Complainant stated that their consumption is low but LESCO has charged detection bill on higher side.
6. The case has been examined in detail in light of available record, arguments advanced during the hearing, relevant documentary evidence and applicable law. Following has been observed:
 - i. As per LESCO, the M&T team inspected the Complainant's industrial connection on August 12, 2013 and reported discrepancy of yellow phase dead. On the basis of this discrepancy, LESCO assessed consumption of the premises as 42088 units for the period from June 2012 to

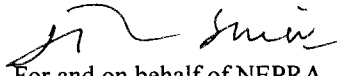
June 2013 and after deducting already charged 26777 units during the same period, LESCO raised detection bill of 15311 units against the Complainant amounting to Rs. 2,45,323/- for the period from June 2012 to June 2013. LESCO has also charged average bills to the Complainant from July 2014 to October 2014.

- ii. As per provisions of Consumer Service Manual (CSM), a procedure is laid down for checking accuracy of the meter. Once slowness is confirmed, detection bill is required to be charged to recover the loss sustained by DISCO. It has not been established from the documents provided by LESCO that it has followed the provisions of CSM. Further, as per M & T report, the data of the meter was required to be downloaded prior to taking any further action, but the same was also not done by LESCO.
- iii. As per the Complainant, LESCO has also charged cost of the meter to him but no documentary evidence was provided by the Complainant i.e. copy of demand notice etc showing the amount charged by LESCO in this regard.
- iv. The billing data of the Complainant's account provided by LESCO shows that the consumption of the premises has remained on lower side with effect from October 2012 as compared with the consumption recorded during corresponding months of previous year. From this it appears that one phase went out of order during October 2012, whereas, LESCO detected discrepancy in the meter in August 2013. The meter was replaced on December 06, 2013. Moreover, the consumption has increased after replacement of the meter in December 2013. This confirms that one phase of the meter was defective and the actual consumed units were not recorded by the meter; however the quantum of units charged by LESCO to recover its loss in the shape of detection bill is on higher side.

7. Foregoing in view, LESCO is hereby directed to proceed as under:

- i) to charge 33.3 % slowness in the already recorded consumption of the Complainant on old meter from October 2012 (the month from which drop in the consumption has been noticed) till replacement of the meter by LESCO i.e. December 06, 2013.
- ii) to withdraw the detection and average bills charged to the Complainant from July 2013 to December 2013.

8. Compliance report in this regard be submitted within thirty (30) days.


For and on behalf of NEPRA
Maj. (R) Haroon Rashid
Member (Consumer Affairs)

Islamabad, January 09, 2015

