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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/ 6885-89

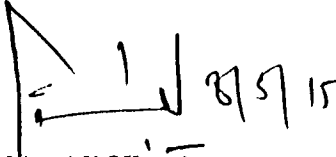
May 08, 2015

Chief Executive Officer,  
Lahore Electric Supply Company (LESCO),  
22-A, Queen's Road,  
Lahore.

Subject: **DECISION IN PURSUANCE TO THE DIRECTIONS OF HONORABLE  
LAHORE HIGH COURT IN WRIT PETITION NO NO.5327/2015: RANA  
MUHAMMAD ALI VS CHIEF ENGINEER/CUSTOMER SERVICES ETC**  
Complaint No. LESCO-10/2015

In pursuance to the orders of the Honorable Lahore High Court dated February 26, 2015 in Writ Petition No.5327/2015, the subject case has been decided by NEPRA. The decision of NEPRA dated May 8, 2015 is enclosed herewith for necessary action and compliance please. Compliance report be submitted within 30 days of receipt of this decision.

Encl:/As above

  
(Iftikhar Ali Khan)  
Deputy Registrar

Copy to:-

- 1) Additional Registrar (Judicial),  
Lahore High Court, Lahore. ( w.r.t orders dated 26.02.2015  
in W.P No.5327/2015 )
- 2) Manager (Commercial), Lahore Electric Supply Company, 22-A, Queen's Road, Lahore.
- 3) Manager / S.E. (Operation), LESCO, Kasur Circle, WAPDA Complex, Kasur.
- 4) Rana Muhammad Ali, S/o Rana Muhammad Hanif, President, All Pakistan Berozgar Party, Mandi Kangan Pur, Tehsil Chunian, District Kasur.



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

Complaint No: LESCO-10/2015

**Rana Muhammad Ali S/o** ..... **Complainant**  
**Rana Muhammad Hanif,**  
President,  
All Pakistan Berozgar Party,  
Mandi Kangan Pur, Tehsil Chunian, District Kasur.

**Versus**

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

**Date of Hearings:** March 24, 2015  
April 09, 2015  
April 27, 2015

**Date of Decision.** May 08, 2015

**On behalf of:**

**Complainant:** Rana Muhammad Ali S/o Rana Muhammad Hanif

**Respondent:** 1) Mr. Muhammad Akram, DCM LESCO  
2) Mr. Amanullah, Executive Engineer LESCO  
3) Mr. Muhammad Arshad, R.O. LESCO

**Subject:** DECISION IN PURSUANCE TO THE DIRECTIONS OF HONORABLE LAHORE HIGH COURT DATED FEBRUARY 26, 2015 IN WRIT PETITION NO NO.5327/2015: RANA MUHAMMAD ALI VS CHIEF ENGINEER/CUSTOMER SERVICES ETC

**DECISION**

1. In pursuance to the orders of Honorable Lahore High Court dated February 26, 2015 in writ petition No.5327/2015, this decision shall dispose of the complaint filed by Rana Muhammad Ali (hereinafter referred to as the "Petitioner" or 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. Brief facts of the case are that NEPRA received a complaint dated January 05, 2015 from the Petitioner wherein it was submitted that LESCO has charged excessive bills to A/c Nos. 45-11461-1302506, 45-11461-1302000, 45-11461-1297401, 45-11461-1302502, 45-11461-1307809 and 45-11461-1301802 to the tune of 22483 units, 40000 units, 28873 units, 66271 units, 40000 units and 38903 units respectively. LESCO has also charged excessive bills to the account Number 09-11461-0744700. The excessive bills were corrected by LESCO but later the same units were again charged to these account numbers. The Petitioner prayed that the bills be corrected. Accordingly, the matter was taken up with the Respondent vide letter dated January 23, 2015 for filing of para wise comments. Reminders in this regard were also issued vide letter dated February 17, 2015 and February 27, 2015. In the meanwhile, the Petitioner approached the Honourable Lahore High Court vide petition dated February 25, 2015 and prayed that NEPRA be directed to decide his complaints in the interest of justice, fair play and equity. Accordingly, the Honourable Lahore High Court vide its order dated February 26, 2015 directed NEPRA to decide pending application of the petitioner strictly in accordance with law within 45 days from the date of receipt of the instant order. The true copy of the said orders was received in NEPRA on March 13, 2015.
3. In pursuance to the orders of the Honourable Court, a hearing in the matter was held on March 24, 2015 at NEPRA Head Office, Islamabad. The hearing was attended by both the parties i.e. Petitioner/Complainant and LESCO representatives. During the hearing, the Complainant reiterated his earlier version. LESCO representatives informed that previously undue benefit was given to these consumers and their bills were credited on bogus letters purportedly written by the concerned SIDO office to Revenue Office. LESCO officials further informed that as per their investigation, the basis of affording credit to these consumers was not genuine, therefore, the credited units were again adjusted/re-debited against these account numbers except account No.09-11461-0744700 which is being billed as per actual meter reading at site. LESCO officials could not provide details/record of these account numbers, therefore, another hearing in the matter was fixed for April 09, 2015 and LESCO representatives were directed to attend the said hearing along with complete record pertaining to each case. Accordingly, LESCO officials and the Complainant attended the said hearing and argued over the case on the basis of their earlier versions. To further scrutinize the record, final hearing was held on April 27, 2015 which was only attended by LESCO officials.
4. The cases have been analysed in detail keeping in view the data/ record i.e. data retrieval reports, billing history, MCO etc provided by LESCO and the Complainant and arguments advanced during the hearings by the parties. The detail of the cases is as under
- i. **A/c No. 45-11461-1302000**
- The Complainant has claimed that LESCO has charged excessive bills to the tune of 40000 kWh (units). As per LESCO, 22381 kWh (units) amounting to Rs.282,389/- were credited to the consumer's account in April 2014 which were reversed/re-debited in August 2014 being illegal. The impugned meter was installed at the premises on December 10, 2011 which was found missing/ stolen after the said adjustment in April 2014. The consumer has lodged FIR for stolen meter. There is no data retrieval report in the instant case. Another meter was installed at the premises on June 26, 2014. The average monthly

- i. consumption of the consumer on the new meter is 3145 kWh (units) whereas the average consumption on the impugned meter was 1101 kWh (units) per month. This shows that the consumption of the consumer has increased after MCO, as such the claim of the Complainant that LESCO has charged 40000 kWh (units) in excess is unjustified.
- ii. **A/c No. 45-11461-1307809**  
The Complainant has claimed that LESCO has charged excessive bills to the tune of 40000 kWh (units). As per LESCO, 40000 kWh (units) amounting to Rs.490990/- were credited to the consumer's account in May 2014 which were reversed/re-debited in August 2014 being illegal. The meter was replaced in June 2014. The data retrieval report is not available in this case. The billing analysis of this account shows that there is no difference in consumption pattern of the consumer after replacement of meter as compared with the consumption recorded on the impugned meter, as such the claim of the Complainant that LESCO has charged 40000 kWh (units) in excess is unjustified.
- iii. **A/c No. 45-11461-1301802**  
The Complainant has claimed that LESCO has charged excessive bills to the tune of 38903 kWh (units). As per LESCO, 33903 kWh (units) amounting to Rs.325,863/- were wrongly credited to the consumer's account in September 2014 which were reversed/re-debited in October 2014 being illegal. The meter was replaced in February 2014. The data retrieval report is not available in this case. The billing analysis of this account shows that the average consumption recorded on the impugned meter was 1801 kWh (units) per month from January 2010 to February 2014. Whereas, the average monthly consumption recorded on the new meter from March 2014 to March 2015 is 2451 kWh (units). This shows that the consumption of the consumer has increased after meter replacement, as such the claim of the Complainant that LESCO has charged 38903 kWh (units) in excess is unjustified.
- iv. **A/c No. 09-11461-0744700**  
The Complainant has claimed that LESCO has charged excessive bills to this account number. LESCO has provided documents as per which it is clear that no excessive bills have been charged against this account number, as such the claim of the Complainant is unjustified.
- v. **A/c No. 45-11461-1297401**  
The Complainant has claimed that LESCO has charged excessive bills to the tune of 28873 kWh (units). As per LESCO, 28419 kWh (units) amounting to Rs.272489/- were credited to the consumer's account in June 2014 which were reversed/re-debited in August 2014 being illegal. The impugned meter was installed at the premises on April 16, 2011. The meter was replaced on August 12, 2014. As per meter data retrieval report, Tariff-1 active energy has been recorded as 28900.86 kWh (units) and Tariff-2 as 15325 kWh (units), whereas, LESCO has charged bills to the consumer up to 25599 kWh (units) for Tariff-1 and 15354 kWh (units) for Tariff-2 which shows that  $28900.86 - 25599 = 3301.86$  kWh (units) have been less charged on Tariff-1 and  $15354 - 15325 = 29$  kWh (units) have been charged in excess, therefore, the claim of the Complainant that LESCO

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has charged 28873 kWh (units) in excess is unjustified. Accordingly 3301.86 kWh (units) for Tariff-1 are required to be debited against the consumer and 29 kWh (units) for Tariff-2 are required to be credited to the consumer.

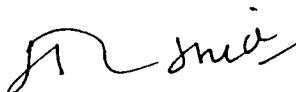
vi. A/c No. 45-11461-1302506

The Complainant has claimed that LESCO has charged excessive bills to the tune of 22483 units. As per LESCO, 22483 units amounting to Rs 234,641/- were credited to the consumer's account in July 2014 which were again debited in September 2014 being illegal. The impugned meter was installed at the consumer's premises on January 10, 2012. As per meter data retrieval report, Tariff-1 active energy has been recorded as 18484.3 kWh (units) and Tariff-2 as 24888.89 kWh (units), whereas, LESCO has charged bills to the consumer up to 46592 kWh (units) for Tariff-1 and 17857 kWh (units) for Tariff-2 which shows that 21703.11 kWh (units) have been charged in excess on Tariff-1 and 627.3 kWh (units) have been less charged on Tariff-2. LESCO representatives have provided documents that already the consumer has been given credit of 18419 kWh (units) for Tariff-1 in the month of May 2014, as such 3284.11 kWh (units) for Tariff-1 are required to be credited to the consumer and  $18484.3 - 17857 = 627.3$  kWh (units) for Tariff-2 are required to be debited against the consumer.

vii. A/c No. 45-11461-1302502

The Complainant has claimed that LESCO has charged excessive bills to the tune of 66271 kWh (units). As per LESCO, 66271 kWh (units) amounting to Rs.622,832/- were credited to the consumer's account in July 2014 which were reversed/re- debited in September 2014 being illegal. The meter was replaced in August 2014. As per meter data retrieval report, Tariff-1 active energy has been recorded as 19727.44 kWh (units), Tariff-2 as 39388.35 kWh (units) and tariff-3 as 68556.78 kWh (units) with total active energy of 127672.57 kWh (units), whereas, LESCO has charged bills to the consumer up to 19253 kWh (units) for Tariff-1, 38439 kWh (units) for Tariff-2 and 118466 kWh (units) for Tariff-3 with total 176158 kWh (units), which shows that  $176158 - 127672.57 = 48485.43$  kWh (units) have been charged in excess to the consumer which are required to be adjusted by LESCO.

5. As stated above, no action is required on account numbers mentioned from serial Nos. 4(i) to 4(iv) above, however, billing/units are required to be adjusted i.e. debited/credited in the account numbers mentioned at serial Nos 4(v), 4(vi) and 4(vii) above.
6. Foregoing in view, LESCO is hereby directed to proceed in light of above and submit report within thirty (30) days.

  
(Maj. (R) Haroon Rashid)  
Member (Consumer Affairs)

Islamabad, May 08, 2015