



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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OFFICE OF THE
REGISTRAR

No. NEPRA/D(CAD)/TCD-05/ 18-20

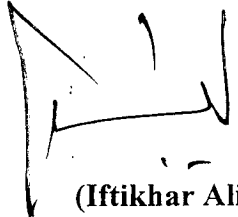
January 01, 2016

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. RUKHSANA AIJAZ S/O AIJAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING REPLACEMENT OF DEFECTIVE METER AND WRONG BILLING (AC # 18 11212 2430400)**
COMPLAINT # LESCO-146/2013

Please find enclosed herewith the decision of NEPRA regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above


11/1/16
(Iftikhar Ali Khan)
Deputy Registrar

Copy to:

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

Mrs. Rukhsana Ejaz S/o Ejaz Ahmed,
120-C, Street No. 3,
NFC Employees Housing Society,
Lahore



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

Complaint No. LESCO-146-2013

Mrs. Rukhsana Aijaz W/o Aijaz Ahmed Complainant
120-C, Street No. 3,
NFC Housing Society, Lahore.

Versus

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

Date of Hearings: 24th December 2013
12th October 2015

Date of Decision: December 31, 2015

On behalf of:

Complainant: Mr. Aijaz Ahmed

Respondent: 1) Mr. Amir Yaseen, Addl. S.E.
2) Mr. Adeel Rafiq, SDO / Assistant Manager (O)
3) Mr. Ibrahim Mumtaz, SDO
4) Mr. Shahzad Haider, SDO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. RUKHSANA AIJAZ W/O AIJAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING REPLACEMENT OF DEFECTIVE METER AND WRONG BILLING (AC # 18 11212 2430400)

DECISION

This decision shall dispose of the complaint dated 12th October 2013 filed by Mrs. Rukhsana Aijaz W/o Aijaz Ahmed (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. The Complainant, in her complaint, stated that her electricity meter became defective due to rain on 16th June 2013. In this regard, she filed a complaint with LESCO, however, no action was taken by LESCO. Further, the meter installed at her premises is improperly fixed which may result in an accident.



3. The complaint was taken-up with LESCO for submission of parawise comments. In response, LESCO vide its letter dated 13th November 2013 reported that the Complainant's meter was checked by M&T on 23rd September 2013 and meter display was found as 'washed out'. A notice dated 25th September 2013 in this regard was served upon the Complainant. In order to recover the loss sustained by LESCO, a detection bill for 4,084 units for a period of 06 months (i.e. from March 2013 to August 2013) was charged to the Complainant.

4. The report of LESCO was sent to the Complainant for information/comments. In response, the Complainant vide her letter dated 3rd December 2013 raised observations over the report of LESCO and stated (inter alia) that LESCO added an amount of Rs.44, 018/- as arrears in the bill for the month of October 2014 which is illegal and unjustified.

5. To probe further into the matter, a hearing was held on 24th December 2013 at NEPRA Head Office, Islamabad which was attended by representatives of both the parties. During the hearing, the parties advanced their arguments on the basis of their earlier versions. The representative of the Complainant further added that the detection bill was paid under protest to avoid disconnection of electricity by LESCO. To proceed further into the matter, some additional information was sought from LESCO vide letter dated 27th December 2013 with respect to charging of detection bill in addition to average billing, clarification regarding the delay in replacement of meter, reason of meter defectiveness, billing statement, copy of M&T report, copy of MCO, etc. In response, LESCO vide its letter dated 19th February 2014 provided the required information / documents.

6. After scrutiny, the case was referred vide letter dated 14th April 2014 to Provincial Office of Inspection (POI)/Electric Inspector (E.I), Lahore Region under Section 38 of the NEPRA Act, 1997 for investigation and decision. The Complainant vide her letter dated 11th September 2014 approached NEPRA and informed that a considerable time has lapsed but her matter has still not been resolved by the POI/E.I, Lahore Region. Accordingly, the matter was taken-up with POI/E.I, Lahore Region for intimation of the latest status of the case. In response, the POI/E.I, Lahore Region intimated that the Complainant was requested a number of times to appear before his office and submit the required meter checking/settlement fees, but no one appeared on behalf of the Complainant. The report of POI/E.I was sent to the Complainant for information. In response, the Complainant requested that NEPRA may decide the case. Accordingly, request of the Complainant was considered and the POI/E.I, Lahore Region was informed to stop proceedings in the matter and the case was re-opened for further proceedings.

7. To finalize the issue, a hearing was held on 12th October 2015 at NEPRA Regional Office, Lahore wherein LESCO was invited to attend the hearing. During the hearing, the case was discussed in detail and it was also learnt that two connections are installed at the Complainant's premises. Accordingly, billing history of both connections was obtained from LESCO to analyze the case and arrive at a prudent decision.

8. The case has been examined in light of the documents provided by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. The meter of the Complainant became defective in the month of June 2013 due to rain. Accordingly, the Complainant filed a complaint with LESCO but no action was taken by LESCO for replacement of the meter. LESCO issued bills to the Complainant on average basis with effect from July 2013 to October 2013.
- ii. The meter of the Complainant was checked by Metering & Testing (M&T) department of LESCO on 23rd September 2013 after a lapse of three months. As per M&T checking report, the display of the meter was found washed out. Accordingly LESCO assessed consumption of the Complainant as 6628 units, for the period from March 2013 to August 2013 and after deducting already charged 2544 units during this period, LESCO issued a detection bill for 4,084 units to the Complainant.
- iii. As per provisions of Consumer Service Manual (CSM), the defective meter is required to be replaced within 2 billing cycles, whereas in the instant case, the same was not done by LESCO and the meter of



the Complainant was replaced by LESCO on 20th December 2013 after a delay of more than six months of being defective.

iv. The billing statement of the Complainant's accounts, provided by LESCO, is as under:


Month	YEARS											
	NUMBER OF UNITS CONSUMED											
	2012			2013			2014			2015		
Consumer No. 18-11212-2430400	Consumer No. 18-11212-2430500	Total	Consumer No. 18-11212-2430400	Consumer No. 18-11212-2430500	Total	Consumer No. 18-11212-2430400	Consumer No. 18-11212-2430500	Total	Consumer No. 18-11212-2430400	Consumer No. 18-11212-2430500	Total	
January	191	260	451	136	262	398	124	251	375	63	194	257
February	136	198	334	149	282	431	111	219	330	97	185	282
March	113	160	273	140	345	485	124	182	306	115	184	299
April	185	253	438	287	392	679	187	283	470	180	303	483
May	380	537	917	494	918	1412	329	587	916	232	567	799
June	410	72	482	584	1502	2086	343	1045	1388	300	561	861
July	602	1092	1694	602	1907	2509	367	996	1363	339	798	1137
August	437	1728	2165	437	1746	2183	441	496	937	465	756	1221
September	391	1037	1426	391	570	961	288	396	684			
October	353	752	1105	351	436	787	192	250	442			
November	214	414	628	332	250	582	107	170	277			
December	167	262	429	194	213	407	84	224	308			

The above table reveals the following:

- The consumption of the Complainant's connection bearing consumer No. 18-11212-2430400 (against which LESCO has raised detection bill) during the period for which detection bill has been raised i.e. from March 2013 to August 2013 is 2,544 units (Average monthly = 424 units), whereas the consumption of the Complainant in corresponding months of previous year i.e. from March 2012 to August 2012 is 2,127 units (Average monthly = 355 units). From this, it is evident that the consumption recorded on the impugned meter was on a higher side during the period for which LESCO has charged detection bill as compared to the consumption recorded in the corresponding months of the previous year.
- The combined consumption of both connections installed at the Complainant's premises during the period for which detection bill has been raised i.e. from March 2013 to August 2013 was 9,354 units (Average monthly = 1,559 units), whereas the consumption of the Complainant in corresponding months of previous year i.e. from March 2012 to August 2012 was 5,969 units (Average monthly = 995 units). From this, it is evident that the combined consumption of both connections was also on a higher side during the period for which LESCO has charged detection bill as compared to the consumption recorded in the corresponding months of the previous year.
- The consumption of the Complainant's connection against which the detection bill has been charged during the period of 11 months after Meter Change Order (MCO) i.e. from January 2014 to November 2014 is 2613 units (Average monthly = 237 units), whereas the consumption of the Complainant in corresponding months of previous year i.e. from January 2013 to November 2013 is 3908 units (Average monthly = 355 units). Furthermore, the combined consumption of both connections during the period of 11 months after MCO i.e. from January 2014 to November 2014 is 7488 units (Average monthly = 681 units), whereas the combined consumption of the Complainant in corresponding months of previous year i.e. from January 2013 to November 2013 was 12513 units (Average monthly = 1137 units). This shows that the consumption of the Complainant has decreased after MCO.



- v. The Complainant has been charged on average basis for 04 months, i.e. from July 2013 to October 2013. In addition to this, LESCO has charged detection bill against the Complainant from March 2013 to October 2013 for 2,544 units, which is void, illegal and unjustified.
- vi. The billing history of the Complainant does not support the version of LESCO regarding any financial loss sustained by LESCO.
9. Foregoing in view, LESCO is directed:
- i. To take action against the concerned staff for not changing the Complainant's meter in time, as the Complainant was charged on average basis for 04 months (July 2013 to October 2013).
- ii. To withdraw the detection bill amounting to Rs. 44,018/-, being illegal, void and unjustified.
10. Compliance report be submitted within thirty (30) days.


(Maj (R) Haroon Rashid) 31/12/15
Member (Consumer Affairs)

Islamabad, December 31, 2015

