



**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

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OFFICE OF THE  
REGISTRAR

No. NEPRA/Dir.(CAD)/TCID-05/14346-47

October 19, 2016

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

Subject: **Order in the matter of Complaint filed by Qazi Masood Ur Rehman Under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against LESCO regarding Arrears in the Bill (A/C # 13 11545 1193403 U)**  
Complaint # LESCO-106/2015

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

Encl: As Above

**(Syed Zavar Haider)**  
Deputy Registrar

Copy to:

Qazi Masood Ur Rehman  
S/o Qazi Abdul Reham Qureshi  
House No. 40/7, Street No. 15, Block C,  
Al-Faisal Town, Lahore



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

**Complaint No.LESCO-106-2015**

**Qazi Masood Ur Rehman** ..... **Complainant**  
S/o Qazi Abdul Rehman Qureshi  
House No. 40/7, Street No 15, Block C  
Al-Faisal Town, Lahore.

**Versus**

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

**Date of Hearing:** September 01, 2016

**Date of Decision:** October 17, 2016

**On behalf of:**

**Complainant:** Qazi Masood Ur Rehman

**Respondent:** i. Mr. Nacem Qasim, Executive Engineer  
ii. Mr. Saleem Ahmed Khan, Advocate  
iii. Mr. Azeem Javed, Sub Divisional Officer

**Subject:** **Order in the Matter of Complaint Filed By Qazi Masood Ur Rehman Under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against LESCO Regarding Arrears in the Bill (A/C # 13 11545 1193403 U)**

**ORDER**

This Order shall dispose of the complaint dated August 18, 2015 filed by Qazi Masood Ur Rehman (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. Brief facts of the case are that the Complainant in his complaint stated that LESCO has charged arrears amounting to Rs.47,411/- in the month of July, 2015 without any justification and the same is required to be withdrawn. The Complainant prayed that till final decision, the arrears be deferred and LESCO be restrained from disconnection of the electricity supply.



3. The matter was taken up with LESCO for submission of para-wise comments vide letter dated August 25, 2016. Moreover, LESCO was directed to defer the disputed amount, issue current bills to the Complainant for payment and not to disconnect the electricity supply till final decision in the matter is taken. In response thereto, LESCO vide its letter dated October 19, 2016 reported that the meter was checked by Meter & Testing (M&T) team on June 05, 2015 and found " Meter Display Vanished". After fulfillment of departmental formalities a detection bill of 2414 units for the period of six (6) months i.e. December 2014 to May, 2015 was charged. LESCO further reported that the disputed amount has been deferred and the case has been referred to Circle Review Committee for decision, however no decision was conveyed by LESCO.

4. Subsequently, the Complainant vide letter dated June 07, 2016 approached the Authority and informed that his issue has not yet been resolved. Accordingly, the matter was again taken up with LESCO and some information was also sought from it. In order to probe further into the matter, a hearing was held on September 01, 2016 at NEPRA Regional Office, Lahore; which was attended by representative(s) of both parties. In the hearing, the Complainant stated that he was posted at Karachi during 2014/2015 and the connection was not in use and electricity meter installed at the premises was in order. During summer vacations his children visit Lahore and reasonable consumption is recorded accordingly. LESCO representatives reiterated their earlier version and further submitted that the impugned meter will be traced and sent to the laboratory for data retrieval and report in this regard will be submitted within ten (10) days which they failed to submit even lapse of a considerable time period and issuance of a reminder.

5. The case has been examined in detail in light of available record, relevant documentary evidence, arguments advanced in the hearing and applicable law. Following has been observed:

- i. As per report of LESCO, the meter was checked on June 05, 2015 wherein a discrepancy " Meter Display Vanished" was found. The meter was replaced on July 02, 2015. LESCO should have sent the meter to the laboratory for data downloading for carrying out actual billing, however the same was not done and it raised a detection bill against the Complainant. LESCO assessed the consumption of the premises as 3540 units for the period from December 2014 to May, 2015 and after deducting already charged 1126 units during this period, LESCO raised a detection bill for 2414 units amounting to Rs. 47,411/-.
- ii. As per the Consumer Service Manual (CSM) detection bills are raised in case of illegal abstraction of energy for which CSM envisages a procedure prior to issuance of detection. The said procedure provides, inter alia, for securing the existing meter in the presence of the consumer or his representative, installation of check meter, issuance of notice and examining the reply of the consumer. Once illegal abstraction is confirmed, then detection bill issued. If the consumer objects payments or disputes over the quantum of the units detected by the distribution company, the appellant authority for revision of detection bill would be the review committee of distribution company headed by the next higher officer. The consumer will also be given personal hearing by the review committee. In case, the dispute remains unresolved even after exhaustive review, the distribution company after getting approval of Chief Executive Officer may lodge the F.I.R. The consumer may also approach a competent Court of law under the relevant provisions of Electricity Act, 1910. CSM also envisages that in case a meter becomes defective through atmospheric effects or through some internal fault, the consumer shall not be charged and the meter is required to be replaced with a healthy meter. If distribution company feels that quantum of energy lost due to malfunction of meter is more than one billing cycle then in such cases a check meter is installed and declared as billing meter and difference between consumption of the two meters is charged to the consumer for a maximum of two billing cycles.
- iii. The instant case does not pertain to illegal abstraction of electricity therefore, charging detection bill is unjustified. In this case, clause 4.4(e) of the CSM is relevant which stipulates that in case of defect in the metering equipment, the basis of charging will be 100% of the consumption recorded in the same months of previous year or average of last 11 months whichever ever higher.



iv. The billing statement of the premises provided by LESCO is as under:

Month	No. of units (kWh) consumed			
	2013	2014	2015	2016
January	317	22	50	154
February	261	14	146	246
March	292	10	146	309
April	219	10	292	216
May	478	99	392	270
June	611	299	0	44
July	691	658	0	842
August	779	1107	596	729
September	432	97	296	
October	724	157	229	
November	170	152	244	
December	91	100	120	

The above billing data shows that the consumption of the premises was 1192 units during the disputed period i.e. December, 2014 to May, 2015 whereas the consumption in corresponding months of previous year was 246 units. For this the Complainant stated that he was posted at Karachi during the year 2014/2015 and the premises was not in use therefore, less consumption was recorded. Moreover, the meter was changed on July 02, 2015. The average monthly consumption for 11 months after replacement of meter (August 2015 to June 2016) is 248 units and the consumption during corresponding months of the previous years is 240 units as such there is no change in consumption pattern before and after replacement of the meter. If the Complainant was involved in illegal abstraction of electricity then there should have been increase in his recorded units after replacement of the meter.

v. From the record, it has not been established that LESCO has followed the procedure given in CSM prior to imposition of detection bill.

6. In consideration of above, LESCO is hereby directed to withdraw the detection bill amounting to Rs 47,411/- charged against the Complainant being illegal & unjustified and charge bills to the Complainant for the months of June 2015 and July 2015 on average basis as per the provisions envisaged in CSM. Compliance report must be submitted within thirty (30) days.

Islamabad, October 17, 2016

Member (Consumer Affairs) 17/10/16