

**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

**Provincial Office**

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.

Phone: 042-99333931

**Consumer Affairs  
Department**

POL.05/5/22 -2024  
August 27, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD QASIM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11123 0017800 R)**  
Case No. LESCO-LHR-37692-05-24

Please find enclosed herewith the interim order of NEPRA Complaints Resolution Committee (CRC), dated August 27, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

**Copy to:**

1. C.E./Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
1. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
2. S.E 1st Circle LESCO,  
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
3. XEN Ferozewala Division, LESCO  
132 kv Rustam Gird Sheikhpura Road Gulshan-e-Ravi, Lahore
4. Mr. Muhammad Qasim Khan S/O Muhammad Sheikh Umar Khan  
R/O G.T Road, Near Ravi Body Builders, Shahdara, Lahore.  
Cell#0321-4860090





BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Complaint No. LESCO-LHR-37692-05-24

Mr. Muhammad Qasim Khan,  
R/O G.T Road, Near Ravi Body Builders, Shahdara, Lahore.  
Cell#0321-4860090

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)  
22 A, Queens Road, Lahore.

..... Respondent

Date of Hearing: July 04, 2024

On behalf of:

Complainant: Mr. Muhammad Qasim Khan

Respondent: Mr. Muhammad Usman, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD QASIM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11 123 0017800 R)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Qasim Khan (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO has charged him excessive billing as compared to actual meter reading at site. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

3. The matter was taken up with LESCO for submission of parawise comments/report. In order to probe further into the matter, a hearing was held on July 04, 2024 at NEPRA Provincial Office, Lahore, which was attended by representatives of both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, LESCO reported that meter of the Complainant became defective (i.e., one phase dead) and the same was replaced in July 2023. The replaced meter was sent to M&T Lab for data downloading/retrieval, who reported that energy meter found one phase dead (i.e., 33% slowness). Subsequently, the Complainant was charged with a detection bill of 4807 units in April 2024 for the period of six months w.e.f. January 2023 to June 2023 on the basis of 33% slowness.

4. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant is an industrial consumer of LESCO and has one connection installed in the name of Mr. SM Umar Khan, with reference number 46 11123 0017800 R, under the B1b(09)T tariff. During the hearing, it was revealed that meter of the Complainant became defective (i.e., one phase dead) and the same was replaced in July 2023. The replaced meter was sent to M&T Lab for data downloading/retrieval, who reported that energy meter found one phase dead (i.e., 33% slowness). Subsequently, the Complainant was charged with a detection bill of 4807 units in April 2024 for the period of six months w.e.f. January 2023 to June 2023 on the basis of 33% slowness. After detailed scrutiny of the documents provided by both the parties and their arguments, it has been noticed that the

detection bill charged to the Complainant for six months is on higher side, which needs to be revised on 33% slowness for two months.

6. Relevant Clauses of NEPRA Consumer Service Manual (CSM) elaborate that;

- 4.3.3 (c) i. "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation".
- 4.3.3 (c) ii. "Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles".

مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ: -7

(الف) نیپرا قوانین کی روشنی میں شکایت کنندہ کو ماہ اپریل 2024 میں چھ ماہ کا چارج کیا گیا 4807 یونٹس کا بل درست کرتے ہوئے دو ماہ (نئی) 2023 اور جون 2023) کے لیے 33 فیصد سستی (slowness) چارج کی جائے۔

(ب) درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر لہذا میں جمع کروائی جائے۔

(Aisha Kalsoom)  
Member Complaints Resolution  
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)  
Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, August 27, 2024

