



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office Attaturk Avenue (East),

Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/940 -2024
February 16, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SARWAR S/O MUHAMMAD SADIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#24 11114 1362503 U)**
Case No. LESCO-LHR-27154-08-23

Please find enclosed herewith the Decision of NEPRA Consumer Complaints Tribunal dated February 16, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Engr. Dr. Bilal Masood,
Incharge/Additional Director (CAD),
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghatullah,
Incharge Central Complaint Cell LESCO,
(Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
4. S.E 1stCircle LESCO,
132 kvSuggian Grid Station, Abdul QadirJilani Road,
Lahore.
5. XEN Gulshan e Ravi Division, LESCO
88-A, Mian Road, Gulshan-e-Ravi, Lahore.
6. Mr. Muhammad Sarwar S/O Muhammad Sadiq
R/O House No. 7, Street No. 1, MeharNazir Park,
Gulshan e Ravi, Bund Road, Lahore.
Cell#0324-4100425

(Please follow-up with LESCO.)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-27154-08-23

Mr. Muhammad Sarwar,
R/O House No. 7, Street No. 1, MeharNazir Park,
Gulshan e Ravi, Bund Road, Lahore.
Cell#0324-4100425

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: November 01, 2023
January 11, 2024

On behalf of:
Complainant: Mr. Muhammad Sarwar

Respondent: (1) Mr. Irfan Ali, XEN LESCO
(2) Mr. Munir Ahmad, RC, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SARWAR
S/O MUHAMMAD SADIQ UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING DETECTION BILL (REF#24 11114 1362503 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Sarwar (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").

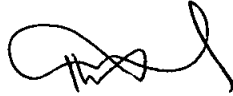
2. The Complainant in his complaint submitted that LESCO charged him detection bill of 88409 units during the month of July, 2022. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant's meter was checked by M&T on May 27, 2022 and was found defective (i.e. one phase dead stop i.e. 33% slowness) and the Complainant was charged detection bill of 88409 units during the month of July, 2022 for the period of six (06) months w.e.f. November, 2021 to April, 2022 on the basis of connected load (i.e. 55.9 kW).

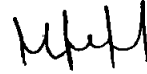
4. In order to probe further into the matter, hearings were at NEPRA Provincial Office, Lahore and NEPRA Head Office, Islamabad which were attended by both the parties who advanced their arguments based- on their earlier submissions. The case has been examined in detail in the light of the written/verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant is an industrial consumer of LESCO under reference No. 24111141362503 with sanctioned load of 30 KW. The Complainant's meter was checked by M&T Department on May 27, 2022 and found defective (i.e. one phase dead stop i.e. 33% slow). Accordingly, LESCO charged a detection bill of 88409 units for six (06) months w.e.f. November, 2021 to April, 2022 on the basis of connected load (i.e. 55.9 kW) and the impugned meter was replaced during the month of August, 2022. There are no allegations of involvement in theft of electricity against the Complainant.
- (ii) Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual (CSM) provides that "in case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. 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", therefore, LESCO should have charged detection bill on the basis of slowness for two months instead of six months.

5۔ مندرجہ بالا حقائق کی روشنی میں، لیکو کو ہدایت کی جاتی ہے کہ میٹر معائنے سے پیچھے دو ماہ کا سپلیمنٹری بل 33.3 فیصد ست روئی کی بنیاد پر جاری کرے۔ اور میٹر معائنہ سے لیکر میٹر کی تبدیلی تک جزو ضرری کو بڑھائے تاکہ ست روئی کی وجہ سے ہونے والے نقصان کو پورا کیا جاسکے۔ علاوہ ازیں قابل اطلاق FPA/LPS کو اسی کے مطابق درست کرے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)



(Moqeen ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, February 16, 2024