



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

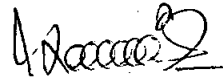
TCD.05/ 1020 -2024
February 20, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALI HASSAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11121 0402500 U) Case No. LESCO-LHR-19781-02-23**

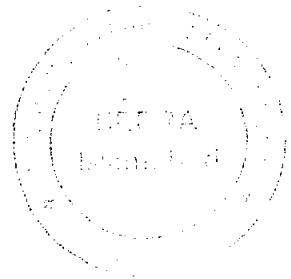
Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated February 20, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
5. XEN Ferozewala Division, LESCO
132 kv Rustam Gird Sheikhpura Road Gulshan-e-Pavi, Lahore.
6. Mr. Ali Hassan S/O Muhammad Sarwar Shad,
R/O Street No. 2, Anexi Colony,
Ferozwala, District Sheikhpura.
Cell# 0333-3322462





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-19781-02-23

Mr. Ali Hassan,
R/O Street No. 2, Anexi Colony,
Feroz Wala, Sheikhpura.
Cell# 0333-3322462

..... Complainant

Versus

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

..... Respondent

Date of Hearing: September 07, 2023,

On behalf of:
Complainant: Ali Hassan

Respondent: Habib Ahmed, SDO (Rachna Town), LESCO
Rana Jawad RO, (Feroz Wala), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALI HASSAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11121 0402500 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Ali Hassan (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").

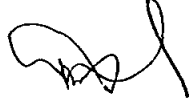
2. The Complainant in his complaint submitted that LESCO has wrongly charged him detection bill of 15012 units during the month of November, 2022. Accordingly, the matter was taken up with LESCO and a hearing was held on September 07, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the meter of the Complainant became defective and replaced during the month of March, 2022. The data of the impugned meter was downloaded by M&T Department on October 07, 2022 and therefore the Complainant was charged with detection bill on the basis of retrieved data.

3. In this regard, clause 3.2.4 (d) of NEPRA Consumer Service Manual (CSM) provides that "The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice. In the instant case, data is not retrieved within six (6) months,



therefore, the Complainant shall not be liable to pay any adjustment". In the instant case LESCO charged the bill to the Complainant on the basis of downloaded units (15012 units) in November 2022, after eight (08) months such action of LESCO is clear violation of Consumer Service Manual (CSM), therefore, the Complainant is not liable to pay the detection bill of 15012 units.

4۔ مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکایت کنندہ کا میٹر مارچ 2022 میں تبدیل کیا گیا جبکہ لیسکو نے ایم اینڈ ٹی ڈی پارٹنمنٹ کی رپورٹ کی روشنی میں نومبر 2022 میں (تقریباً آٹھ ماہ بعد) شکایت کنندہ کو 15012 یونٹس کا بل چارج کیا جو کہ کنزیومر سروس مینسول (CSM) کی متعلقہ شقوں کی صریحاً خلاف ورزی ہے۔ لہذا لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو چارج کیے گئے 15012 یونٹس کا بل ختم کرے اور چارج کیا گیا FPA/LPS کو بھی ایڈجسٹ کرے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔



(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/
Director (CAD)



(Moqeem ul Hassan)

Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)



(Naweed Ishaq Shalkh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, February 20, 2024

