



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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Consumer Affairs Department

TCD.05/ 4197 -2024
September 23, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. CHAUDHARY MUHAMMAD ASHRAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 24 11516 9034700 U).**

LESCO-LHR-36001-03-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 23, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3;
Link Road, Model Town, Lahore.
4. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA),
LESCO, 22a-A, Queens Road, Lahore.
5. Chaudhary Muhammad Ashraf,
R/O 159-B, New Muslim Town, Lahore.
0300-9441484


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
CAD

For follow up please.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-36001-03-24

Chaudhary Muhammad Ashraf,
R/O 159-B, New Muslim Town, Lahore.
Cell#0300-9441484

..... Complainant

Versus

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

..... Respondent

Date of Hearing: June 06, 2024
May 02, 2024

On behalf of:

Complainant: Ch. Muhammad Ashraf

Respondent: Mr. Mansoor Ahmed Khan, SDO, LESCO

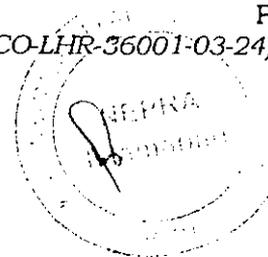
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. CHAUDHARY MUHAMMAD ASHRAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#24 11516 9034700 U)

DECISION

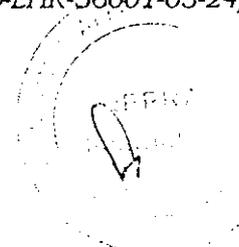
This decision shall dispose of the complaint filed by Chaudhary Muhammad Ashraf (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution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

2. Brief facts of the case are that the Complainant in the complaint submitted that LESCO charged a detection bill of 226000 units. The complainant approached LESCO for redressal of the grievance, however, the same was not resolved. Subsequently, the Complainant approached NEPRA for correction of bill and redressal of grievances. Accordingly, the matter was taken up with LESCO for submission report. In order to proceed further, hearings were held at NEPRA Provincial Office, Lahore, which were attended by both the parties wherein the matter was discussed in detail. During the hearings, LESCO reported that the Complainant's billing meter was checked on February 02, 2024, by M&T standing committee and found Display Blackish, while the backup meter was within the specified limits. On the same day, the data from the billing meter was downloaded on-site, and the total kWh reading retrieved was 38622 whereas total consumption on backup meter was 41494 units.

3. The case has been examined in detail in the light of the arguments advanced by the parties, documents placed on record and applicable law. The following has been concluded:



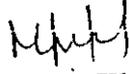
- (i) The Complainant is a commercial consumer of LESCO and the connection is installed in the name of Xinhua Enterprises, with reference number 24 11516 9034700 U, under the A-2C(06)T tariff. The connection was installed on February 14, 2008, alongwith a billing meter and a backup meter simultaneously. During the hearing, it was revealed that the Complainant's billing meter was checked on February 2, 2024, by M&T standing committee and found Blackish Display, while the backup meter was found ok and its accuracy was within the permissible limits with final reading of 41,491 units. On the same day, data of the billing meter was also downloaded at site and the total kWh reading retrieved was 38,622 (the MF of the meter is 80). Subsequently, LESCO charged 229,520 kWh on account of difference of reading of backup and billing meter. Furthermore, LESCO officials were directed to submit meter reading snaps of the billing meter and last three (03) M&T checking reports but the same were not provided by LESCO.
- (ii) The complainant informed that he purchased the premises in April, 2024 and demolished it for reconstruction, which caused decreased in consumption. In support of arguments regarding less consumption, the Complainant submitted pictures of the demolished building. The Complainant also applied for change of name in concerned Sub-Division Office, LESCO which has not yet been changed. According to LESCO, the Complainant has not provided ownership proof for change of name. Moreover, the meter was neither replaced, nor billing was shifted to backup meter by LESCO. According to the record provided by LESCO final reading on backup meter is 41491 units whereas reading retrieved from impugned billing meter is 38622 units which reflected that billing meter is 6.91% slow. It is noteworthy that no units were charged to the Complainant during the month of December, 2023, whereas 226000 units were charged during the month of January, 2024.
- (iii) *According to Clause-6.1.4 of CSM, Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies.*
- (iv) In this regard, relevant clauses of NEPRA Consumer Service Manual (CSM) are reproduced hereunder;
- 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".*
- (v) From above it is concluded that LESCO has charged difference of reading of billing & backup meters accumulated due to slowness of billing meter over the period of almost sixteen (16) years, however, exact period of slowness has not been established by LESCO. LESCO also did not submit any M&T checking report conducted since the date of installation. According to relevant provisions of CSM, LESCO officials are responsible to point out any kind of discrepancy in the metering equipment and supplementary bill on the basis of slowness cannot be charged for more than two months. Moreover, the Consumers have legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of above, penalizing the Complainant on part of incompetency of LESCO officials is not justified.



5. Foregoing in view, LESCO is directed to revise the supplementary bill of 226000 units issued to the complainant on the basis of 6.91% slowness for two months prior to date of checking i.e. February 2, 2024 in accordance with relevant provisions of CSM and multiplying factor (M.F) be enhanced at the same ratio i.e. 6.91% till replacement of meter to recover the loss of energy sustained by LESCO. Moreover, upon submission of ownership proof and completion of other codal formalities; change of name may also be incorporated in record/bills as per relevant provisions of CSM. Compliance report be submitted within fifteen (15) days.

6- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ نیچر اتوائین کی روشنی میں شکایت کنندہ کا بل چیکنگ کی تاریخ یعنی 2 فروری 2024 سے دو ماہ قبل 6.91 فیصدست روی (slowness) کی بنیاد پر چارج کیا جائے اور زائد چارج کیے گئے تمام یونٹس واپس کیے جائیں۔ اور اسی نسبت (6.91 فیصد) کے حساب سے میٹر کے تبدیل ہونے تک جزوی ضربی کو بڑھایا جائے تاکہ لیسکو کے نقصان کو پورا کیا جاسکے۔ مزید برآں مطلوبہ کاغذات (ملکیتی ثبوت) جمع کروانے پر اور دیگر قانونی ضابطہ کی کاروائیوں (codal formalities) کو پورا کرنے کے بعد شکایت کنندہ کا کنکشن اس کے نام پر منتقل کیا جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔


(Lashkar Khan Qambrani)
Member Complaints Resolution Committee/
Director (CAD)


(Moqeem Ul Hassan)
Member Complaints Resolution Committee
/Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh) 23/09/24
Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 27, 2024

