



**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.05/5889/2024
November 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAVEED AKRAM UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
EXCESSIVE BILLING & REPLACEMENT OF DEFECTIVE METER (REF#10 11145
1072107 U)**
Case No. LESCO-LHR-37630-05-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated November 29, 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. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Data Darbar Division, LESCO
8-A, Outside Bhatti Gate behind Haji Mango Juice, Lahore.
5. Mr. Naveed Akram S/O Muhammad Akram
R/O House No. 59-B, Guldast Town,
Zarar Shaheed Road, Lahore Cantt, Lahore
Cell#0321-4481300





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

Complaint No. LESCO-LHR-37630-05-24

Mr. Naveed Akram,
R/O House No. 59-B, Guldasht Town,
Zarar Shaheed Road, Lahore Cantt, Lahore
Cell#0321-4481300

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: October 29, 2024

On behalf of:

Complainant: Mr. Naveed Akram

Respondent: Mr. Muhammad Shakil, AMO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAVEED AKRAM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & REPLACEMENT OF DEFECTIVE METER (REF#10 11145 1072107 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Naveed Akram (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. NEPRA received a complaint wherein it was submitted that LESCO charged an illegal excessive bill amounting to Rs. 513,499/- to the Complainant in March 2024. The Complainant approached LESCO but the grievances of Complainant were not redressed. Subsequently, the Complainant approached NEPRA for resolution of his complaint and redressal of his grievance.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that Complainant's meter became defective (i.e., display wash) and retrieved units from defective/replaced meter were charged to the Complainant based on M&T report.

4. In order to probe further into the matter, a hearings was held on October 29, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant), wherein the matter was discussed in detail.

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

- i. The complainant is a commercial consumer of LESCO and has a connection installed at his premises in the name of Mr. Naveed Akram with reference no. 10 11145 1072107 U under the A-2a(04) tariff. During the hearing, it was revealed that Complainant's meter became defective (i.e., over-shoot) and was removed in September 2023 by LESCO. There is no meter at site till date. The removed impugned meter was sent to M&T for data downloading/retrieval. As per M&T report, 5842 units were found to be chargeable to the Complainant as the final reading retrieved was 33997 units whereas the already charged reading was 28089 units. Subsequently, the Complainant was charged with 5842 units in September

2023 by LESCO based on data downloading/retrieval report of the removed impugned meter.

ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

Month/Year	2021	2022	2023	2024
January	342	48	146	210 (Randomly Charged)
February	152	58	142	0
March	98	59	96	0
April	57	81	42	0
May	112	168	31	0
June	530	398	27	0
July	818	891	546	0
August	232	277	601	0
September	184	374	5842 (D. bill)	
October	624	156	689	
November	47	48	0	
December	48	61	0	
Average	270/month	218/month	257/month	210/month

The Complainant's previous consumption history demonstrates a consistent pattern of lower usage with 270 units per month in year 2021, 218 units per month in 2022, 257 units per month in 2023 and 210 units per month in 2024, which indicates that the complainant could not have consumed 5,842 units.

iii. A detailed analysis and thorough review of the documents provided by both parties, along with their arguments, revealed that the Complainant's meter malfunctioned in September 2023, resulting in excessive reading. Therefore, the bill of 5842 units charged to the Complainant in September 2023 based on data downloading/retrieval report seems unjustified and the same is required to be withdrawn by LESCO.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کہ بدانت کی جاتی ہے کہ؛
- (الف) نیپرا قوانین کی روشنی میں شکانت کنندہ کو ماہ ستمبر 2023 میں ڈیٹا ڈاؤنلوڈ رپورٹ کی بنیاد پر چارج کیا گیا 5842 یونٹس کا بل ختم کیا جائے۔
- (ب) مزید برآں، ماہ اکتوبر 2023 اور جنوری 2024 میں چارج کی گئی ایوریج/فرضی بلنگ بھی ختم کی جائے۔
- (ج) ماہ ستمبر 2023 کے لیے شکانت کنندہ کو ایوریج بلنگ چارج کی جائے۔
- (د) شکانت کنندہ کا کنکشن نیا میٹر (new meter) لگاتے ہوئے فی الفور بحال کیا جائے۔
- (ه) مکمل کی رپورٹ بندرہ (15) دنوں کے اندر دفتر بڈا پیش کی جائے۔

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, November 29, 2024

