



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**

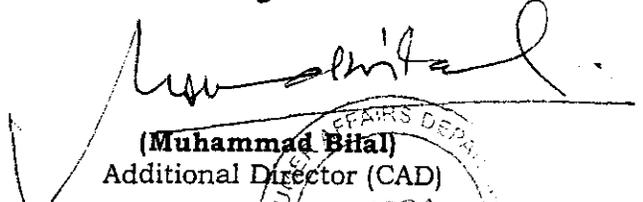
TCD.05/916 -2025
February 27, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. YASMIN AKHTAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 14 11512 0016000). LESCO-LHR-46628-11-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated February 27, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPARTMENT
(CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
5. XEN Gulberg Division, LESCO
132 kv Grid Station, Garden Town,
Kalma Chowk, Lahore.
6. Ms. Yasmin Akhtar
R/O 10 Faiz Road, Wahdat Road,
Old Muslim Town, Lahore
Cell#0306-4444909

(For follow-up, please)



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

Complaint No. LESCO-LHR-46628-11-24

Ms. Yasmin Akhtar,
R/O 10 Faiz Road, Wahdat Road,
Old Muslim Town, Lahore
Cell#0306-4444909

..... Complainant

Versus

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

..... Respondent

Date of Hearing: December 02, 2024

On behalf of:

Complainant: Ms. Yasmin Akhtar

Respondent: Mr. Aleem Mustafa, SDO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. YASMIN AKHTAR
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF# 14 11512 0016000).**

DECISION

This decision shall dispose of the complaint filed by Ms. Yasmin Akhtar (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 her complaint submitted that her meter became defective (i.e., Display washed) in April 2023 and subsequently LESCO has charged her an unjust bill amounting to Rs. 613,815/- in October 2024 coupled with disconnection as well.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit the report despite lapse of a considerable time period.

4. In order to probe further into the matter, a hearing was held on December 02, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

5. 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 a commercial consumer of LESCO and the connection installed in the name of Mst. Khalida Ahmad with reference no. 14 11512 0016000 under A-2a(04) tariff. During the hearing, it was revealed that meter of the Complainant became defective and was replaced in September 2023 by LESCO. The replaced impugned meter was sent to the



M&T lab for data downloading/retrieval. As per M&T report, 9118 units were found to be chargeable to the Complainant as the final reading retrieved was 94831 kWh, while already charged reading was 85713 kWh. Subsequently, the Complainant was charged with 9118 units in October 2024.

- ii. A detailed analysis and thorough review of the record revealed that meter of the Complainant was replaced in September 2023 and retrieved units (i.e., 9118 units) based on data downloading/retrieval report were charged to the Complainant in October 2024, after 14 months, in violation of clause 4.3.2 (d) Consumer Service Manual (CSM).
- iii. Clause 4.3.2 (d) of 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".
- iv. In view of the said, the bill of 9118 units, charged to the Complainant in October 2024 based on data downloading/retrieval report is unjustified and the same is required to be withdrawn by LESCO. However, LESCO has charged only 100 units to the Complainant in the month of September 2023 which is very low as compared to the consumption of the Complainant. The bill is required to be charged on average basis.

6. Forgoing in view, LESCO is directed to withdraw the disputed bill of 9118 units charged to the complainant during the month of October 2024 based on data downloading/retrieval report by M&T, after fourteen (14) months of defective meter's replacement in clear violation of clause 4.3.2 (d) of CSM. Moreover, LPS and FPA be adjusted accordingly. Further, LESCO is directed to charge bill to the Complainant for the month of September 2023 on average basis. Compliance report be submitted within fifteen (15) days.

7- مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکایت کنندہ کا میٹر اپریل 2023 میں تبدیل کیا گیا جبکہ لیسکو نے ایم اینڈ ٹی ڈی پارٹنٹ کی رپورٹ کی روشنی میں اکتوبر 2024 میں (تقریباً چودہ ماہ بعد) شکایت کنندہ کو 9118 یونٹس کا بل چارج کیا جو کہ کنزیومر سروس مینسٹول (CSM) کی متعلقہ شکایتوں کی صریحاً خلاف ورزی ہے۔ لہذا لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ اکتوبر 2024 میں چارج کیا گیا 9118 یونٹس کا بل ختم کرے۔ مزید برآں، چارج کیے گئے FPA/LPS کو بھی ایڈجسٹ کرے۔ لیسکو کو مزید ہدایت کی جاتی ہے کہ وہ شکایت کنندہ سے ماہ ستمبر 2023 کا بل اوسط کی بنیاد پر وصول کرے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔

(Lashkar Khan Qambrani)

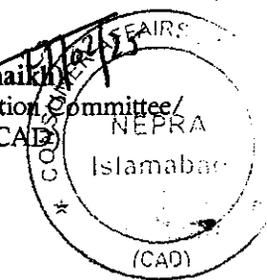
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, February 27, 2025