



Registrar

**National Electric Power Regulatory Authority**  
Islamic Republic of Pakistan

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No. NEPRA/R/TCD-05/ 8476-78

2-7-2013

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

Subject: Decision of Member (Consumer Affairs) In The Matter of Complaint Filed By Mr. Saeed Anwar under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against LESCO Regarding Replacement of Defective Meter and Withdrawal of Detection Bill (AC#19 11525 0258422)  
Complaint # LESCO-36/2013

Please find enclosed the decision of Member (Consumer Affairs) regarding the subject matter for necessary action and compliance within 30 days of the receipt of this decision.

Encl : As Above

—S—  
( Syed Safeer Hussain )

Copy to:

1. Chief Engineer/Customer Services Director, Lahore Electric Supply Company (LESCO), 22-A, Queen's Road, Lahore
2. Mr. Saeed Anwar, 108-A, Block E/1, Halli Road, Gulberg-III, Lahore.

2-7-2013

  
Registrar



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

**Complaint No: LESCO-36-2013**

**Mr. Saeed Anwar**  
108-A, Block E/1, Halli Road,  
Gulberg-III, Lahore.

.....

**Complainant**

**Versus**

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

.....

**Respondent**

**Date of Decision:** June 27, 2013

**Date of Hearing:** June 10, 2013

**On Behalf Of:**

**Complainant:** Nil

**Respondent:** Mr. Muhammad Akhlaq Qadri, Additional S.E., LESCO (Defense Division).

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAEED ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING REPLACEMENT OF DEFECTIVE METER & WITHDRAWAL OF DETECTION BILL (AC # 19 11525 0258422)

**DECISION**

1. This decision shall dispose off the complaint dated 1<sup>st</sup> February 2013 filed by Mr. Saeed Anwar (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. Precisely, the Complainant in his complaint stated that he had received a bill from LESCO for the month of December 2012 with arrears amounting to Rs.35,235/-. The XEN office Defense Division LESCO was contacted in this regard and it was informed that LESCO has checked the meter installed at his plot which was found to be out of order. Consequently, LESCO determined the estimated charges and included the same in his last bill. He further informed that the property consists of a vacant plot with a boundary wall without any building. LESCO's action to apply huge arrears was totally unjustified as there was no question of such consumption on an unoccupied plot. The Complainant further stated that upon his request, it was informed by LESCO that the authority to entertain such cases lies under a Review Committee provided the consumer/complainant makes advance payment of the bill as per rules. Accordingly, the amount demanded by LESCO was deposited under protest for submission of his case before the Review Committee. The Complainant requested to issue order for withdrawal of arrears from his bill and to replace the defective meter with a healthy meter.

3. The matter was taken up with LESCO for submission of para-wise comments vide letter dated 18<sup>th</sup> March 2013. LESCO was also directed to issue a current bill to the Complainant for payment while setting aside the disputed amount till decision on the complaint by the Authority. LESCO vide its letter dated 24<sup>th</sup> April 2013 submitted its report, whereby it was stated that the connection of the Complainant was checked by M & T on 4<sup>th</sup> December 2012 and found the static meter display washed at running load R (10.5). Y (5.9) B (3.1) (19.5Amp). Due to this discrepancy, a detection bill for 3603 units for the period 06/2012 to 11/2012 as per running load (4.29kW) was charged.

4. NEPRA sought additional information/documents from LESCO vide letter dated 26<sup>th</sup> April 2013 regarding M&T report, billing history of the Complainant for the last 03 years, report of concerned department with respect to recovery of data of the meter, reasons for display washed of the meter, date of change of meter along with copy of MCO and Detection Bill Performa. Reminders were also issued in this regard vide this office's letters dated 8<sup>th</sup> May 2013, 16<sup>th</sup> May 2013 and 23<sup>rd</sup> May 2013. Finally, LESCO submitted the requisite information/documents vide its letter dated 24<sup>th</sup> May 2013. To further explore the matter, it was decided to hold a hearing to finalize/settle the case. The said hearing was held on 10<sup>th</sup> June 2013 at NEPRA Office Islamabad which was attended by Additional S.E, Defense Division, LESCO.

5. After considering the facts of the case and analyzing the documents provided by the parties and arguments advanced in the hearing by the respondent, following is concluded:

- i. As per Consumer Service Manual (CSM) where a meter is declared as 'defective', it is the responsibility of the DISCO to replace it within two (02) billing cycles. The charging of consumers on the basis of defective code, where the meter has become defective and is not recording the actual consumption will not be more than TWO billing cycles. The basis of charging will be 100% of the consumption recorded in the same month of previous year or average of the last 11 months which ever is higher. Whereas in the instant case, the procedure laid down in CSM has not been followed by LESCO and it has raised detection bill for 3603 units for 06 months which is in violation of the provisions of Consumer Service Manual.
- ii. The Complainant's connection was checked by M & T on 4<sup>th</sup> December 2012 and the meter was replaced on 28<sup>th</sup> January 2013. The detection bill was raised for the period from June 2012 to November 2012. From the M&T report dated December 04, 2012, it was not established that the Complainant was involved in illegal abstraction of energy or tampering of meter.
- iii. From the information provided by LESCO, it is transpired that the display of the meter was washed out due to internal fault/ voltage surge.
- iv. The consumption pattern of the Complainant provided by LESCO is summarized as under:

Sr.#	Period	Units
1	June 2012 to November 2012 (period for which LESCO has charged detection bill)	153
2	June 2011 to November 2011 (corresponding months of previous year)	140
3	February 2013 to May 2013 (03 months after replacement of meter)	86
4	February 2012 to May 2012 (corresponding months of previous year)	0

The above illustration suggests no significant change in consumption pattern of the Complainant. The above data also shows that the Complainant's premises has not been in use, hence the charging of a detection bill for 3603 units is unjustified.

6. In light of the foregoing, LESCO is directed to withdraw the detection bill for 3603 units being unjustified and illegal, and the Complainant be issued a revised bill. Compliance report in this regard shall be submitted within thirty (30) days.

  
Maj. (R) Haroon Rashid  
Member (Consumer Affairs)

Islamabad, June 27, 2013