



# National Electric Power Regulatory Authority

## Islamic Republic of Pakistan

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Registrar

No. NEPRA/ADG(CAD)/TCD 05/30066-69

June 22, 2021

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S KASHMIR SUGAR MILLS LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF: NO. 24115169017900U)**  
LESCO-49/06/2020

Please find enclosed herewith the Decision of the Member (Consumer Affairs) dated June 21, 2021 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above

22/6/21  
(Iftikhar Ali Khan)  
Director  
Registrar Office

Copy to:

1. Chief Engineer/Customer Services Director, LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial), LESCO, 22-A, Queen's Road Lahore.
3. M/s. Kashmir Sugar Mills C/o Hafiz Muhammad Kashif Muneer, 40/B, Gulberg-III, Lahore.



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

**Complaint No. LESCO-49/02/2020**

**M/s Kashmir Sugar Mills**

C/o Hafiz Muhammad Kashif Muneer,  
40/B, Gulberg-III, Lahore

.....Complainant

Versus

**Lahore Electric Supply Company (LESCO)**

22-A, Queen's Road Lahore.

..... Respondent

**Date of Hearings:**

1. 11<sup>th</sup> September, 2020
2. 24<sup>th</sup> October, 2020
3. 2<sup>nd</sup> December, 2020
4. 23<sup>rd</sup> December, 2020
5. 10<sup>th</sup> April, 2021

**On behalf of:**

**Complainant:** Mr. Kashif Munir

**Respondent:**

1. Mr. Fiaz Ahmed, XEN
2. Mr Sohail Iftikhar, SDO
3. Mr Ghazanfar Hussain, LESCO Council

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S KASHMIR SUGAR MILLS LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF: NO. 24115169017900U)**

**Decision**

Through this decision, the complaint filed by M/s Kashmir Sugar Mills, Lahore (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 (hereinafter referred to as the "NEPRA Act"), is being disposed of.

2. NEPRA received the subject complaint, wherein the dispute agitated by the Complainant was that they were charged excessive units by LESCO officials and a huge amount has been paid in excess to LESCO. The Complainant added that LESCO charged excessive bills to the tune of 122,400 units in the month of January, 2020 and 29686 units in the month of February 2020. Further the Complainant added that the meter was changed by LESCO for application of TOU tariff on February 03, 2020 but tariff was not changed accordingly. Moreover, LESCO charged cost of meter amounting to Rs 85,452/-, whereas according to the notification issued by Government of Pakistan the meter was required to be replaced by LESCO at its own.

3. The matter was taken-up with LESCO for submission of parawise comments/report. In response, LESCO submitted a report that the consumer was asked for change of meter and was issued a notice. The Complainant responded to the notice and LESCO issued demand notice amounting to Rs.85,452/- which was paid by the Complainant. The Metering and Testing Department of LESCO (M&T) replaced the old design meter with LT TOU meter on February 03, 2020. In March 2020, 15200 units were recorded and charged to the Complainant. The tariff was also changed w.c.f. 02/2020 from A-2(b) to A-2(c).

4. In order to proceed further into the matter a hearing was held at NEPRA Regional Office, Lahore on September 11, 2020 wherein both the parties (i.e. LESCO and the Complainant) participated and advanced their arguments. During the hearing LESCO officials assured to settle the matter amicably with the Complainant. The Complainant again approached this office and informed that despite lapse of a considerable time period LESCO Officials failed to redress the issue. In order to resolve the issue, hearings were scheduled on October 24, 2020 and December 02, 2020 at NEPRA Regional Office Lahore and NEPRA Head Office, Islamabad respectively; however the same were adjourned on request of Legal Counsel of LESCO and was held on December 23, 2020 at NEPRA Head Office, Islamabad. The hearing was attended by both the parties, wherein the case was discussed in detail.

5. LESCO was directed to provide clear and visible snapshots of the meter reading w.c.f February 2019 to January 2020. Subsequently reminders were also issued on February 15, 2021 and February 23, 2021 but LESCO failed to submit the same. LESCO was again directed vide letter dated April 05, 2021 to provide clear and visible snapshots of the meter reading w.c.f February 2019 to January 2020 to justify its claims; however LESCO did not submit any concrete evidence. Due to insufficient record and in order to provide a final opportunity to LESCO another hearing was held on April 10, 2021. LESCO was directed to depute Director (Commercial) and Executive engineer (Operation) to attend the hearing along with the relevant record. However the hearing was attended by the Complainant only; whereas LESCO officials failed to attend the same.

6. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearings and applicable law. The following has been observed:

- i. The Complainant is a consumer of LESCO under commercial tariff category with a sanctioned load of 146 kW.

- ii. The old meter of the Complainant was replaced by LESCO on February 03, 2020 for the purpose of installation of TOU meter. The final reading at the time of meter replacement was 73814 having multiplying factor of 800 whereas LESCO charged final reading to the Complainant as 73967 upto February 03, 2020 for the billing month of January, 2020, as such  $(73967 - 73814) = 153 \times 800 = 122,400$  units have been charged in excess.
  - iii. The initial reading on the new meter bearing No 7572 at the time of installation was 1.08 having multiplying factor as 80. LESCO issued bill for the month of February 2020 in which the initial reading has been taken as zero instead of 1.08. Final reading for the billing month of February, 2020 was 25. Accordingly the chargeable units become  $(25 - 1.08) \times 80 = 1914$  units, whereas LESCO has charged 31600 units; thus  $(31600 - 1914) = 29686$  units were charged in excess.
  - iv. According to Consumer Service Manual (CSM), bills are to be issued to the consumers as per their actual consumption recorded on the meter. Ample opportunities were provided to LESCO to justify the charging of excess units i.e.  $(122,400 + 29686) = 152,086$  units to the Complainant, however no convincing response was received from LESCO.
  - v. The original bills of the Complainant have been scrutinized. The snapshots of meter reading are invisible. This shows that LESCO deliberately carried out excessive billing against the Complainant. LESCO was provided ample opportunities to justify charging of excessive bills and provide visible and clear snapshots of meter readings however, LESCO has failed to submit the same.
  - vi. LESCO issued a demand notice of Rs 85,452/- as cost for change of meter. However, according to the notification issued by Government of Pakistan the T.O.U metering arrangement was to be provided by LESCO at its own. Further, the TOU meter was installed on February 03, 2020 but the tariff was not changed to TOU Tariff accordingly. LESCO applied TOU tariff w.e.f June, 2020.
7. Foregoing in view, LESCO is hereby directed to adjust 152,086 units charged in excess and cost of meter amounting to Rs 85,452/- in future bills of the Complainant. LESCO is further directed to apply TOU rates/tariff w.e.f. February 03, 2020 i.e. from the date of installation of TOU meter and overhaul the account of the Complainant. LESCO is further directed to improve accuracy of printing snapshots of meter reading on electricity bills and take action against the delinquents who deliberately provide invisible snapshots.
8. Compliance report be submitted within thirty (30) days.

  
(Rehmatullah Baloach)  
Member (Consumer Affairs)

Islamabad, June 21, 2021