



Registrar

National Electric Power Regulatory Authority

Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad
Ph: +92-51-9206500, Fax: +92-51-2600026
Web: www.nepa.org.pk, E-mail: registrar@nepa.org.pk

No. NEPRA/DG(CAD)/TCD-05/32955-58

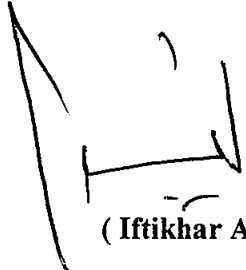
July 28, 2021

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR ANWAR SAEED, DIRECTOR WEB CONCEPTS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ADJUSTMENT OF EXCESSIVE PAYMENT/ MALADMINISTRATION**
LESCO-149/10/2020

Please find enclosed herewith the Decision of the Member (Consumer Affairs) dated 27.07.2021 (04 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above


(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. Anwar Saeed, Director Web Concepts, 141-143, Shaukat Ali Road, Near Jinnah Hospital, Lahore



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-149/10/2020

Mr Anwar Saeed, Director Web Concepts
141-143, Shaukat Ali Road, Near Jinnah Hospital,
Lahore

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: March 03, 2021
May 05, 2021
June 15, 2021

On behalf of
Complainant:
(via zoom)

Mr. Anwar Saeed

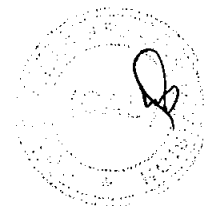
Respondent:

Mr. Fiaz Ahmed, XEN Gulberg Division

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR ANWAR SAEED, DIRECTOR WEB CONCEPTS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ADJUSTMENT OF EXCESSIVE PAYMENT/ MALADMINISTRATION

DECISION

This decision shall dispose of the complaint filed by Mr. Anwar Saeed, Director Web Concepts (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (LESCO) (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 brief facts of the case are that NEPRA received a complaint wherein the Complainant submitted that he received excessive bill for the month of July, 2020. The Complainant informed that he approached LESCO for correction of the bill but his issue was not resolved. Further, the Complainant levelled allegations regarding corruption against LESCO Officials.

3. The subject matter was taken up with LESCO for submission of parawise comments/report. Regarding the issue of corruption, the Complainant was informed vide letter dated December 16, 2020 to approach Anti-Corruption Department or other appropriate forum as the same does not fall under the purview of NEPRA. In order to finalize the matter, an online hearing was held on March 03, 2021 through zoom application. The hearing was attended by both the parties and the matter was discussed in detail. The representatives of LESCO i.e. XEN (Operation) informed that the complaint regarding excessive billing is baseless. The bill was charged according to the meter reading. Further LESCO added that the accuracy and reading of the meter was checked in the presence of the representative of the Complainant. The Complainant vide his letter dated March 26, 2021 again approached this office and submitted that his issue has not yet been resolved. In order to resolve/settle the issue, another hearing was held on May 05, 2021 at NEPRA Head Office, Islamabad. However, both the parties failed to attend the same. In order to provide final opportunity to both parties another hearing was held on June 15, 2021 at NEPRA Head Office Islamabad. The hearing was attended by LESCO Officials only; whereas the Complainant did not attend the same and submitted that he is unable to attend the hearing due to medical issues. LESCO was directed to provide meter reading snapshots since January 2020. In response, LESCO has provided partial information.

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

- i. The Complainant is a consumer of LESCO under tariff category A-2(c) with a sanctioned load of 69 kW.
- ii. The main ground submitted by the Complainant is that he got excessive electricity bill in the month of July 2020.
- iii. The table below shows the comparison of billing statement of the Complainant's connection and meter reading snapshots:



Month	Reading as per snapshot		Reading charged as per bill		Units charged Multiplying Factor (MF) = 40		
	Off Peak	Peak	Off Peak	Peak	Off Peak	Peak	Total
Jan'20	Not Provided	Not Provided	3881	740	9520	2400	11920
Feb'20	Not Provided	Not Provided	4278	796	15880	2240	18120
March'20	Not Provided	Not Provided	4426	849	5920	2120	8040
April'20	Not Visible	925	4509	900	3320	2040	5360
May'20	5182	998	4932	998	16920	3920	20840
June'20	5606	1074	5356	1074	16960	3040	20000
July'20	6107	1158	6207	1158	34040	3360	37400
August'20	Not Visible	1225	6550	1225	13720	2680	16400
Sept'20	Not Visible	Not Visible	6901	1297	14040	2880	16920
Oct'20	7284	1374	7284	1374	15320	3080	18400
Nov'20	Not Provided	Not Provided	7599	1439	12600	2600	15200
Dec'20	Not Provided	Nor Provided	7899	1501	12000	2480	14480

The above table depicts the following

- There is a difference between the actual reading as per snapshot for the month of April 2020 and bill charged. The peak reading charged as per bill was 900; whereas the reading as per snapshot was 925. Accordingly, a difference of $925 - 900 = 25 \times \text{MF} = 25 \times 40 = 1000$ peak units were charged less to the Complainant. It is observed that as per record the peak hours reading is visible whereas off peak reading is blur. This shows malafide intentions of LESCO Officials.
- The reading charged as per bill for the month of May, 2020 was 4932 off peak; whereas the reading as per snapshots was 5182 off peak. Hence $(5182 - 4932) = 250 \times 40 = 10,000$ units off peak units were charged less to the Complainant in the month of May 2020. The peak units were charged as per meter reading snapshot.
- Similarly, the reading charged as per bill for June, 2020 was 5356 off peak; whereas the reading as per snapshots was 5606 off peak. Hence $(5606 - 5356) = 250 \times 40 = 10,000$ off peak units were charged less to the Complainant for June 2020. The peak units were charged as per meter reading snapshot.
- According to meter reading snapshots; the off peak reading for the month of July 2020 was 6107 and for the previous month i.e. June 2020 was 5606; as such a difference of $(6107 - 5606) = 501 \times 40 = 20,040$ off peak units plus $(1158 - 1074) = 84 \times 40 = 3360$ peak units which equals to $(20,040 + 3360) = 23,400$ total units should have been charged. Instead of which 34,040 off peak and 3360 peak units = 37,400 units were charged to the Complainant. The peak hour units were as per snapshot; whereas off peak units were charged in excess. It appears that less units charged in off peak hours in



the previous months were partially recovered in July 2020. It further appears that, the units charged in the months of August and September 2020 for off peak hours were not as per the actual consumption; therefore, LESCO deliberately printed invisible meter snapshots to cover the excessive off peak units charged in July 2020.

- Thereafter, the reading charged during the month of October 2020 is as per site.

iv. The Complainant also remained silent on issuance of under charged bills in the months of April, May and June 2020. The connection falls under tariff category A-2(c) and slab benefit is not applicable in this category, as such no financial benefit is available at this stage.

5. The Consumer Service Manual (CSM) states that taking snapshots of meter readings of all consumer categories are mandatory and the distribution company shall make available record of snapshots for twelve months for presenting before NEPRA, POI, Court of Law or any other competent forum if required for settlement of billing dispute, raised by any consumer. However, LESCO failed to produce the same in the instant matter. The Complainant's connection has a sanctioned load of 69 kW and as per CSM the concerned SDO/ AM (O) is responsible for meter reading. However, the concerned SDO/ AM (O) did not perform his duty.

6. Foregoing in view, LESCO is directed to take action and fix responsibility against the concerned SDO under LESCO rules and regulations; who deliberately provided invisible snapshots; whereas proper readings were available.

Islamabad, July 27, 2021


(Rehmatullah Baloch)
Member (Consumer Affairs)