



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office Ataturk Avenue (East),

Sector G-5/1, Islamabad.

Ph: 051-2013200, Fax: 051-260002183

Consumer Affairs
Department

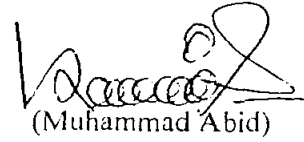
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TCD.05/ -2Q22
November 23, 2022

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD ANWAR-UL-HAQ UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION
BILL (REF# 24 11513 9008300 U)
Case No. LESCO-LHR-12331-04-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated November 23, 2022 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.



(Muhammad Abid)

Assistant Director (CAD)

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood, (Additional Director/Incharge),
NEPRA Provincial Office, N-212, National Towers,
Opposite LDA Plaza, Egerton Road, Lahore.
3. Mr. Shajar Hussain, Deputy Commercial Manager,
Credit Management Unit (Focal Person for NEPRA),
LESCO, 22-A, Queen's Road, Lahore.
4. Mr. Muhammad Anwar-ul-Haq
R/O PITAC- 234 Ferozepur Road, Near Metro
Canal Station, Lahore.
Cell# 0333-4373398



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November 23, 2022

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANWAR-UL-HAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 24 11513 9008300 U) Case No. LESCO-LHR-12331-04-22**

Reference is made to the hearing held at NEPRA Provincial Office, Lahore regarding the subject matter.

2. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the consumer was charged detection bill of 22280 units for a period of one year from January, 2021 to December, 2021 on the basis of 66.66% slowness of the energy meter which is clear violation of Clause-4.3.3(c)(ii) of Consumer Service Manual (CSM) which provides that if upon checking the metering installation, is found to be slow/defective and not recording the actual consumption, the meter shall be changed immediately or maximum within two months in case of non-availability of meters and due slowness shall be charged to the consumer for two previous billing cycles. Foregoing in view LESCO is directed to revise the detection bill from one (01) year to two (02) months and adjust the bill by next billing cycles. Furthermore, disciplinary action be taken against concerned XEN & SDO as per LESCO rules and report be submitted to this office thirty (30) days.

(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)

(Moqees ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)

(Naweed Iqbal Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

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