



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

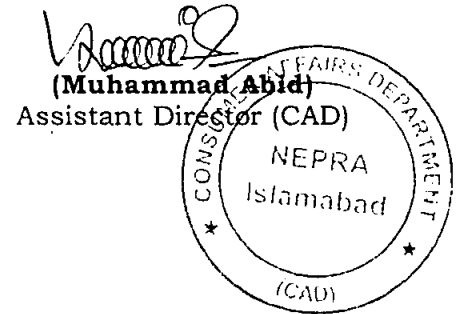
TCD.05/ 2586 -2023  
June 21, 2023

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

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAIZAN SAEED BUTT THROUGH MR. ASIF UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF FAULTY BACKUP METER & EXCESSIVE BILLING (REF# 24 11154 0007902 R).**  
**LESCO-LHR-12656-05-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 20, 2023, regarding the subject matter, for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**



**Copy to:**

1. C.E/Customer Services Director,  
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),  
NEPRA Provincial Office, 1st Floor, Link Arcade,  
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Mr. Tahir Mehmood Nadeem  
Manager/Incharge Central Complaint Cell (Focal Person to NEPRA),  
LESCO, 22-A, Queens Road, Lahore.
4. XEN Badami Bagh Division, LESCO  
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mr. Faizan Saeed Butt through Asif-ur-Rehman,  
R/O Askari Bank Ltd. Plot No.NE III-SB-337/A,  
Shad Bagh Scheme, Misri Shah, Lahore.  
Cell# 0333-4416026, 0323-8400939



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

**Complaint No. LESCO-LHR-12656-05-22**

**Mr. Faizan Saeed Butt through Asif-ur-Rehman,**  
R/O Askari Bank Ltd. Plot No. NE III-SB-337/A,  
Shad Bagh Scheme, Misri Shah, Lahore.  
Cell# 0333-4416026, 0323-8400939

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** March 01, 2023

**On behalf of:**

**Complainant:** 1) Mr. Asif-ur-Rehman

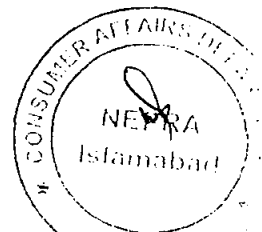
**Respondent:** 1) Mr. Shujat Ali, XEN  
2) Mr. Asif Bhatti, RO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAIZAN SAEED BUTT THROUGH MR. ASIF UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF FAULTY BACKUP METER & EXCESSIVE BILLING (REF# 24 11154 0007902 R).

This decision shall dispose of the complaint filed by Mr. Faizan Saeed Butt through Mr. Asif-ur-Rehman (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. Wafaqi Mohtasib Secretariat, Lahore forwarded the subject complaint wherein the Complainant submitted that an excessive bill amounting to Rs. 368,384/- was charged against reference number 24-11154-0007902 during the month of March, 2022 by LESCO on the pretext of one phase dead of the backup meter despite the fact that the billing meter was working healthy as checked by the M&T, LESCO during February, 2022. The Complainant requested to direct LESCO to replace the defective meter and withdraw the excessive billing.

3. The matter was taken up with LESCO. In response, LESCO vide a report dated July 07, 2022 submitted that the request for provision of an LT TOU meter has been forwarded to the concerned quarters in order to replace the Complainant's defective meter. However, with a view to resolve the matter hearing was held on March 01, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, the



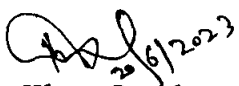
concerned LESCO official informed that requisite meter has been sent to M&T, LESCO for programming and the same will be installed at the earliest.

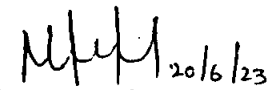
4. The case has been examined in detail in light of written and verbal argument of the parties and applicable law. The following has been concluded:-


- i) The Complainant is a commercial category (Bank) consumer of LESCO. The connection is installed under reference No. 24-11154-0007902. The sanctioned load is 35kW.
- ii) The Complainant's energy meter was checked on February 23, 2022 and the same was found 33.3% slow. LESCO assessed consumption for the period of six (6) months w.e.f September 2021 to February 2022 on the basis of connected load (i.e. 13.005 kW) as 17089 units and after deducting already charged 8900 units; LESCO raised detection bill of 8189 units. Difference of MDI of 33kW was also charged in detection bill.
- iii) There is no allegation against the Complainant for being involved in illegal abstraction of electricity.
- iv) Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual (CSM) provides that "In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles". In this case LESCO has charged detection bill for 5 months.
- v) Clause 4.3.3 (c) of the CSM further provides that if upon checking the metering installation proves to be incorrect; the DISCO shall install a 'correct meter' immediately or within two billing cycles if meters are not available. In the instant case, the impugned meter was found defective in February 2022 but the same has not yet been replaced by LESCO.
- vi) LESCO should have issue detection bill for slowness instead of charging detection bill on load factor formula.

5. Forgoing in view, LESCO is directed to revise the detection bill from six (6) months to two (2) months on the basis of 33.3% slowness for the previous two months prior to date of checking i.e. February 23, 2022 and thereafter charge the slowness by enhancing multiplying factor and immediately replace the defective meter.

6. Compliance report be submitted within fifteen (15) days.

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

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

  
(Naveed Nahi Shaikh)  
Convener Consumer Complaints Tribunal  
Director General (CAD)

Islamabad, June 26, 2023

