



## National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN  
NEPRA Head Office Ataturk Avenue (East),  
Sector G-5/1, Islamabad.  
Ph: 051-2013200, Fax: 051-2600021

### Consumer Affairs Department

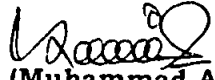
TCD.05/ 2730 -2023  
July 07, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. RASHID MANSOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER & EXCESSIVE BILLING (REF# 12 11261 0484900 U) Case No. LESCO-LHR-25192-06-23**

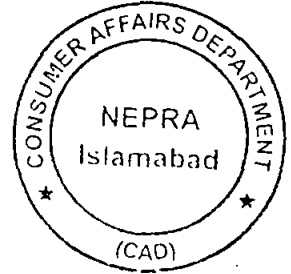
Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 07, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

 07/07/2023  
(Muhammad Abid)  
Assistant Director (CAD)

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 Complaint Cell, (Focal Person for NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. XEN Shahpur Division, LESCO  
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
5. Dr. Rashid Mansoor,  
R/O 92-A, P.C.S.I.R, Lahore.  
Cell# 0300-8450559





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

**Complaint No. LESCO-LHR-25192-06-23**

**Dr. Rashid Mansoor,**  
R/O 92-A, P.C.S.I.R, Lahore.  
Cell# 0300-8450559

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** June 21, 2023

**On behalf of:**

**Complainant:** Mr. Mubashir Ali

**Respondent:** Mr. Waseem Abbas, Sub Divisional Officer (Operation)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. RASHID MANSOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER & DETECTION BILL (REF# 12 11261 0484900 U)**

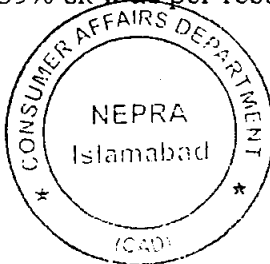
**DECISION**

This decision shall dispose of the complaint filed by Dr. Rashid Mansoor (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. The Complainant apprised that, LESCO had charged excessive billing along with arrears amounting to Rs. 95,723/- in the month of March-2023. The Complainant approached the concerned officials regarding the matter and the electricity meter was checked by LESCO officials who informed that the meter was slow. In the billing month for March 2023, LESCO charged Rs. 95,723/- as detection charges to the Complainant. The Complainant requested to issue orders to withdraw detection bill.

3. The matter was taken up with LESCO. In response, LESCO submitted that detection bill had been charged to the Complainant for 66% slowness of the meter in the billing month of March 2023 on the basis of M&T report. In order to finalize the matter, a hearing was held on June 21, 2023 at NEPRA Provincial Office Lahore which was attended by both the parties i.e. LESCO as well as the Complainant wherein the issue was discussed in detail.

4. During the hearing, it revealed that the Complainant's meter was checked by M&T in March 2023 and was found defective (i.e. two phase dead). The Complainant was charged detection bill of 2684 units during the month of March 2023 for the period of three (3) months w.e.f December 2022 to February 2023 on the basis of load (i.e. 9 kW). Furthermore, the Complainant was charged average bills for the month of May & June 2023 on the basis of previous year consumption. LESCO was directed vide this office letter No. 2056-2023 dated June 06, 2023 to install a check meter and submit report accordingly. In response LESCO submitted that the meter was found 30.89% slow as per result of check meter.



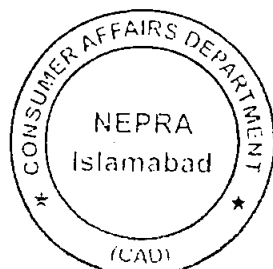
5. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a domestic consumer of LESCO. The connection is running under reference No. 12 11261 0484900 U with 9 kW sanctioned load. LESCO officials checked the meter during the month of March, 2023 and found slow. Accordingly, LESCO charged detection bill to the Complainant on account of 66% slowness of meter. LESCO calculated the consumption of the Complainant as 3942 units for the period of three (03) months i.e. December, 2022 to February, 2023 on the basis of sanctioned load and charged detection bill of 2684 units after adjustment of already charged units i.e. 1278 units. In order to arrive at an informed decision, LESCO was directed to install a check meter in series with the impugned meter. Result of the check meter showed that impugned meter was 30.89% slow instead of 66%.
- (ii) According to Clause 4.3.3 of Consumer Service Manual (CSM) in case slowness is established, DISCO is required to replace the defective meter immediately and to enhance multiplying factor for charging of actual consumption till replacement of the defective meter. 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 billing cycles. Therefore, LESCO should have charged detection bill on slowness basis for two months only (January-February, 2023) and bills for period from March-June, 2023 were required to be issued by enhancing multiplying factor, however, LESCO charged detection bill for three months on load basis and charged average billing for the months of May-June, 2023 in violation of provisions of CSM.
- (iii) The billing history of the Complainant since January, 2020 is as under:

Months	Year-2020	Year-2021	Year-2022	Year-2023
January	689	574	1042	437
February	441	289	422	355
March	313	165	659	388
April	739	432	835	562
May	1410	185	1556	1556
June	1595	693	1068	1068
July	1138	927	1000	
August	1226	1246	1532	
September	1035	811	820	
October	106	918	710	
November	167	310	395	
December	425	527	486	
Average	774/month	590/month	877/month	728/month

The above data shows that the consumption of the Complainant during the disputed period (i.e. December 2022 to February 2023) is less as compared to previous year's consumption. The Billing history supports the fact that the meter was slow but charging method adopted by LESCO is not correct and is in violation of CSM.

- (iv) From above it is concluded that there is no allegation of theft against the Complainant and LESCO charged detection bill on slowness basis for three months instead of two months in violation of relevant provisions of CSM. Moreover, average bills charged to the Complainant in the months of May & June, 2023 are unjustified and required to be revised by enhancing multiplying factor in accordance with Clause 4.3.3 of Consumer Service Manual (CSM).

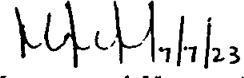


6. Foregoing in view, LESCO is directed to revise the detection bill of the Complainant from three (03) months to two (02) months i.e. January-February, 2023 on the basis of 30.89% slowness. LESCO is further directed to immediately replace the defective meter and the Complainant be charged bills w.e.f. March, 2023 by enhancing multiplying factor to account for the 30.89% slowness instead of average billing. All the adjustments alongwith FPA and LPS be given to the Complainant by next billing cycle

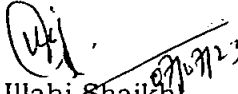
7. Compliance report be submitted within fifteen (15) days.

 7/7/23

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

 7/7/23

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

 8/7/23

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

Islamabad, July 07, 2023

