



# 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

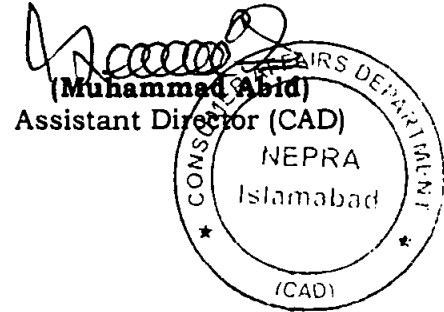
TCD.05/ 4069 -2023  
September 11, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RASHEED, VIKOR ENTERPRISES (PRIVATE) LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 44 11252 1529801 U). LESCO-LHR-20133-02-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated September 11, 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 Complaint Cell, (Focal Person for NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. XEN Gulberg Division, LESCO  
132 Grid Station, Garden Town, Kalma Chowk, Lahore.
5. Mr. Muhammad Rasheed C/o Vikor Enterprises (Private) Limited,  
R/O 145-M, Quaid-e-Azam Industrial Estate  
Kot Lakhpat, Lahore.  
Cell#042-35122811-4



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

**Complaint No. LESCO-LHR-20133-02-23**

**Mr. Muhammad Rasheed**

.....Complainant

**Vikor Enterprises (Private) Limited**

R/O 145-M, Quaid-e-Azam Industrial Estate, Kot Lakhpat, Lahore.  
Cell#042-35122811-4

**Versus**

**Lahore Electric Supply Company (LESCO)**

..... Respondent

22-A, Queens Road, Lahore.

**Date of Hearing:** May 22, 2023

**On behalf of:**

**Complainant:** Mr. Muhammad Rasheed

**Respondent:** Mr. Hafiz Zarar Umar, SDO (Operation)  
Mr. Muhammad Ather Zia, RO

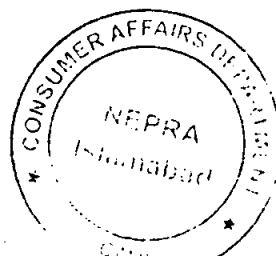
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RASHEED, VIKOR ENTERPRISES (PRIVATE) LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 44 11252 1529801 U).**  
**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Rasheed, Vikor Enterprises (Private) Limited (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 wrong detection bill in the form of arrears amounting to Rs. 431,584/- in the month of January-2023. The Complainant approached the concerned officials regarding the matter whereby the energy meter was checked by LESCO officials and the same was declared "slow". In the billing month of January 2023, LESCO charged 7867 units as detection charges to the Complainant. The Complainant requested to issue orders to LESCO to withdraw the detection bill.

3. The subject matter was taken up with LESCO. In response, LESCO submitted that the meter of the Complainant was checked by M&T Department whereby the meter was found 33.3% slow therefore, detection bill for 7867 units were charged to the Complainant.

4. In order to probe further into the matter, a hearing was held at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.



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 consumer of LESCO and having a connection with a sanctioned load of 6 kW under A-2c(06)T tariff bearing reference No. 44 11252 1529801 U. The Complainant's meter was checked by M&T in December 2022 and was found defective (i.e. one phase dead 33.3% slowness). A detection bill of 7867 units was charged during the month of January, 2023 for the period of six (6) months w.e.f June 2022 to November 2022 on the basis of sanctioned load (i.e. 6 kW).
- (ii) There is no allegation against the Complainant for illegal abstraction of electricity/ meter tampering. The LESCO has charged detection bill in accordance with the Chapter-9 of Consumer Service Manual (CSM) which envisages the procedure for charging of detection bill on the basis of illegal abstraction of electricity. However, in the instant case the Complainant was required to be charged detection bill in accordance with Clause-4.3.3 of Consumer Service Manual (CSM) which is reproduced as under:

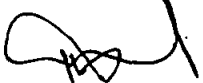
*"In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two billing cycles".*


- (iii) The above detection bill issued to the Complainant has been charged for a period of six (06) months on the basis of sanctioned load which is violation of Clause-4.3.3 of Consumer Service Manual (CSM). According to the said clause the Complainant can be charged detection bill on slowness basis for maximum period of two (02) previous months. Therefore, LESCO is required to revise detection bill of the Complainant on the basis of 33.3% slowness for a period of two months (October, 2022 & November, 2022).


6. درج بالا حقائق کی روشنی میں لیسکو کو ہدایت کی جاتی ہے کہ:

- ا. شکایت کنندہ / صارف کا جرمانہ بل چھ ماہ کی مدت کی بجائے 2 ماہ کر دی جائے، اور یہ بل ماہ اکتوبر 2022 اور نومبر 2022 کے لیے 3-33 فی صدست رفتاری کی بنیاد پر جاری کیا جائے، نہ کہ صارف کے لوڈ کی بنیاد پر۔
- ب۔ صارف / شکایت کنندہ کو بجلی کے میٹر کو فی الفور تبدیل کر دیا جائے۔
- پ۔ صحیح بل جاری کرنے کے لیے جزو ضربی کو ماہ جنوری 2023 سے لیکر میٹر کی تبدیلی تک 3-33 فی صد کی بنیاد پر بڑھادی جائے۔

7. درج بالا ہدایات پر عمل کر کے پندرہ یوم کے اندر نیپرا کو اطلاع دی جائے۔

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

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

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

Islamabad, September 11, 2023

