



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

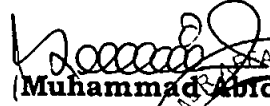
TCD.05/ 2352 -2023
June 13, 2023

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 IMRAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL AND REGARDING ARREARS IN THE BILL (REF# 01 11141 0031600 U)**
LESCO-LHR-14004-07-22

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 13, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abrid)
Assistant Director (CAD)
NEPRA
Islamabad
(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, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. XEN Data Darbar Division, LESCO
8-A, Outside Bhatti Gate,
Behind Haji Mango Juice, Lahore.
5. Mr. Muhammad Imran,
R/O House No. 58, Ravi Park, Ravi Road,
Lahore.
Cell# 0321-1036003



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-14004-07-22

Mr. Muhammad Imran

R/O House No. 58, Ravi Park, Ravi Road, Lahore.
Cell# 0321-1036003

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing:

September 09, 2022

February 08, 2023

On behalf of:

Complainant:

Mr. Muhammad Imran

Respondent:

Mr. Jamshaid Zaman, Addl. Manager
Rana M. Ayub Khan, RO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IMRAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 01 11141 0031600 U).

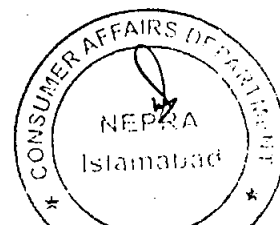
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Imran (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 in his complaint apprised that the energy meter installed at his premises was working properly but LESCO changed the meter and after lapse of 19 months; LESCO charged a detection bill in the month of June 2022 amounting to Rs. 2,45,370/- without any justification. The Complainant approached LESCO but LESCO did not redress his grievances. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant's meter was checked by Metering & Testing Department (M&T) and the same was found defective (i.e. display washed) in April 2020. The defective meter was replaced in September 2020 and was sent to M&T for data retrieval. The data of the impugned meter was retrieved and the Complainant was charged 7563 retrieved units in the billing month of June 2022 as per data downloading report dated April 26, 2022 through detection bill.

4. In order to probe further into the matter, hearings were held on September 09, 2022 and February 08, 2023 at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

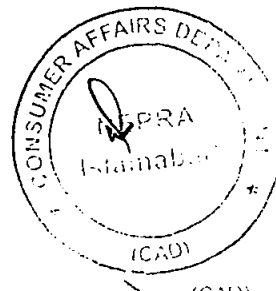


5. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

- (i) The Complainant is a domestic consumer of LESCO. The connection is installed under Account No. 01-11141-0031600. The impugned meter bearing No. 1641032 was installed in October 2019 against the defective meter at the premises. The meter became defective in the month of August 2020 i.e. display wash. The meter reading snaps placed on record shows that the Complainant was charged bills as per actual meter reading snaps upto the month of June 2020 i.e. 2044 index. The snaps for the month of July 2020 are not visible. The defective meter was replaced with a new meter in the month of September 2020.
- (ii) The impugned meter was sent to Metering & Testing (M&T) Department for data retrieval. LESCO was asked to provide evidence/intimate the date on which the meter was sent to M&T for data downloading/retrieval however, no evidence was produced by LESCO.
- (iii) M&T Department issued data retrieval report on April 26, 2022 as per which final reading was reported as 10460 index. The Complainant was already charged bills upto 2897 units therefore, difference of $10460 - 2897 = 7563$ units were charged to the Complainant in the month of June 2022. These 7563 units have been charged for the month of July 2020 and August 2020 as upto June 2020 the bills were charged as per actual meter reading snaps.
- (iv) The billing history of the Complainant provided by LESCO is as under:-

Months	Years				
	2017	2018	2019	2020	2021
January	162	193	170	436	42
February	0	192	220	114	45
March	0	144	226	278	4
April	291	261	300	373	4
May	624	316	300	200	79
June	369	384	380	237	367
July	101	243	203	315	368
August	284	337	127	253	344
September	0	118	255	256	376
October	1099	369	201	89	263
November	176	0	243	208	248
December	154	0	162	60	58
Monthly Average	271	213	232	235	183

The previous billing record shows that the monthly average consumption for years 2017, 2018, 2019 and 2020 was 271, 213, 232 and 235 units respectively. Moreover; the average monthly consumption on the new replaced meter is 183 units. This shows that the bill charged to the Complainant to the tune of 7563 units is unjustified.



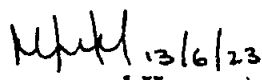
(v) The Complainant's meter was found defective (i.e. display washed) during the month of August 2020 and the Complainant was charged 7563 units during the month of June 2022 as per data downloading report after more than two (2) years.

(vi) As per clause 4.3.2 (d) of Consumer Service Manual (CSM), "the consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice. In case, data is not retrieved within six (6) months the consumer's account shall not be liable to any adjustment". Therefore, 7563 retrieved units charged to the Complainant as per data downloading report after a lapse of more than two (2) years is in violation of provisions of CSM and as such are not payable by the Complainant.

6. Foregoing in view, LESCO is directed to withdraw 7563 units charged to the Complainant during the month of June 2022 and issue revised bill accordingly.
7. Compliance report be submitted within fifteen (15) days.


(Lashkar Khan Qambrani)

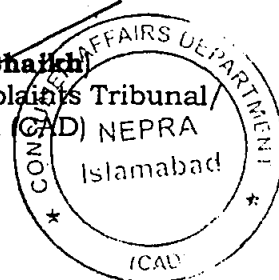
Member (Consumer Complaints Tribunal)/
Director (CAD)


(Moqem ul Hassan)

Member Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaiikh)

Convener Consumer Complaints Tribunal/
Director General (CAD) NEPRA



Islamabad, June 13, 2023