



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/ ⁴¹¹⁴⁸ -2023
September 14, 2023

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

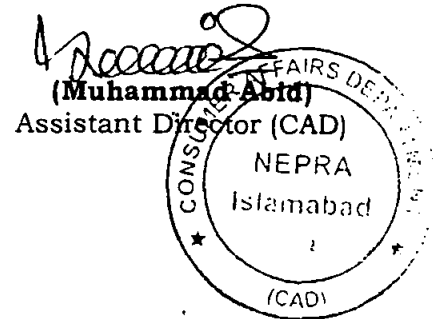
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ MEHMOOD
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING ARREARS IN THE BILL (REF# 15 11262 1354004 U)
LESCO-LHR-20581-03-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated September 14, 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. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. XEN Shahpur Division, LESCO
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Tariq Mehmood,
R/O Rasool Pura, Near Faizan-e-Madina Masjid, Lahore.
Cell# 0316-7933668





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

Complaint No. LESCO-LHR-20581-03-23

Mr. Tariq Mehmood,
R/O Rasool Pura, Near Faizan-e-Madina Masjid, Lahore.
Cell# 0316-7933668

..... Complainant

Versus

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

..... Respondent

Date of Hearing: March 21, 2023,
May 05, 2023,
May 24, 2023,
June 01, 2023

On behalf of:
Complainant: Mr. Tariq Mehmood

Respondent: Mr. Mohsin Waqar, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 15 11262 1354004 U)

DECISION

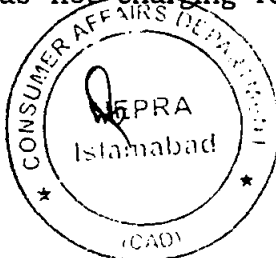
This decision shall dispose of the complaint filed by Mr. Tariq Mehmood (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant submitted that the energy meter became defective during the month of October 2022 and the Complainant was charged average bill amounting to Rs. 250,000/- during the month of December 2022. The Complainant approached LESCO office but LESCO failed to redress grievances of the Complainant. 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. Thereafter, in order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Lahore. The hearings were attended by the complainant, whereas concerned XEN LESCO failed to attend the same rather the hearings were attended by a junior officer i.e. SDO. It was clearly mentioned in the hearing notices, that "Presence of XEN is mandatory in the hearing. In case, XEN fails to attend the hearing, the case will be decided EX-Parte on the basis of available record".

4. 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 and connection was installed during the month of February 2022 under reference No. 15 11262 1354004 U. The Complainant's new connection was installed but LESCO was not charging regular bill/as per meter reading snap. According to



LESCO, the meter became defective (dead stop) during the month of November 2022 and same was replaced in the month of January 2023. LESCO sent the impugned meter to M&T for testing. Meanwhile, the Complainant was charged detection bill of 1906 units for the period of two (2) months w.e.f. September, 2022 to October, 2022 in the month of December 2022 on the basis of load.

- (ii) Clause 4.3.3 of Consumer Service Manual (CSM) provides a procedure for charging of detection bills; however, the record reveals that the said procedure has not been followed by LESCO.
- (iii) As per M&T report submitted by LESCO final reading in the meter is 2850 kWh whereas the Complainant was charged upto 3345 kWh reading. According to M&T report; the accuracy of the energy meter was found within permissible limit, therefore, the excess units i.e. $3345-2850=495$ units are refundable. The detection bill of 1906 units is also required to be withdrawn.

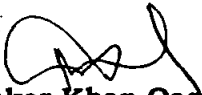
5۔ درج بالا حقائق کی روشنی میں لیسکو کو ہدایت کی جاتی ہے کہ:

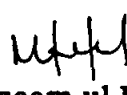
ا۔ صارف / شکایت کنندہ کے بل کو میٹرنگ و ٹیسٹنگ ڈیپارٹمنٹ کی رپورٹ کی روشنی میں درست کی جائے اور 495 یونٹس جو کہ زیادہ ڈالے گئے ہیں کو ٹھیک کر دیا جائے،


ب۔ جرمانے کا بل جو کہ 1906 یونٹس کا ڈالا گیا ہے کو ختم کر دیا جائے،

پ۔ متعلقہ ایکسین کے خلاف لیسکو کے مردوج قوانین کے مطابق تادمی کارروائی کی جائے۔

6۔ درج بالا ہدایت پر عمل کیا جائے اور 15 یوم کے اندر نیپرا کو اطلاع کی جائے۔


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


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


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

Islamabad, September 14, 2023

