



**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**

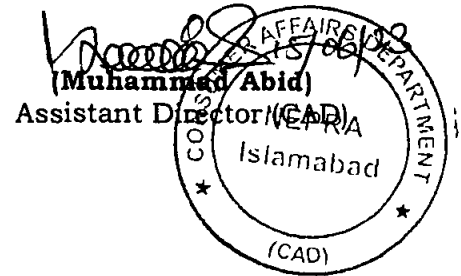
TCD.05/ 2414 -2023  
June 15, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SUKHAN ILYAS,  
DIRECTOR (LAW) EOBI (B&C-II) LAHORE UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING  
(REF# 44 11515 1208800 U)  
LESCO-LHR-17475-10-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 15, 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 LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Sukhan Ilyas, Director (LAW) EOBI (B&C-II) Lahore  
R/O 57-L, Gulberg-III, Lahore.  
Cell# 0300-9460852/ Ph# 042-99230331



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

**Complaint No. LESCO-LHR-17475-10-22**

**Mr. Sukhan Ilyas, Director (LAW) EOBI (B&C-II) Lahore** ..... **Complainant**  
R/O 57-L, Gulberg-III, Lahore.  
Cell# 0300-9460852/ Ph# 042-99230331

**Versus**

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

**Date of Hearing:** March 09, 2023  
**On behalf of:**  
**Complainant:** Mr. Sukhan Ilyas, Director (LAW) EOBI (B&C-II) Lahore  
**Respondent:** Mr. Muhammad Tahir, XEN (Operation), LESCO  
Mr. Bilal Aslam, RO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SUKHAN ILYAS, DIRECTOR (LAW) EOBI (B&C-II) LAHORE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 44 11515 1208800 U)**

**DECISION**

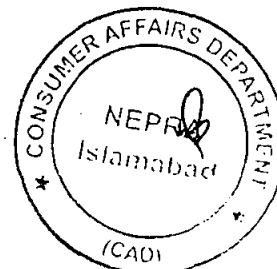
This decision shall dispose of the complaint filed by Mr. Sukhan Ilyas, Director (LAW) EOBI (B&C-II) Lahore (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a compliant wherein it was submitted that the Complainant was charged bill amounting to Rs. 420,439/- for the month of September 2022 with an unlawful arrears of Rs. 317, 251/-. 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.

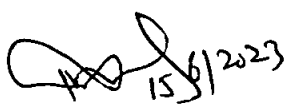
3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant's meter was checked by M&T department on September 19, 2022 and found "One Phase Dead Stop/33.33% slow". The Complainant was charged detection bill of 7713 units in addition to 37 KW MDI in the month of September 2022 on the basis of corresponding month consumption for the period from May, 2021 to July, 2021.

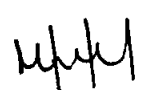
4. In order to probe further into the matter, hearing was held on March 09, 2023 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.


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



- (i) The Complainant is a commercial consumer of LESCO. The connection is installed under reference No. 44115151208800. The sanctioned load of the premises is 6kW. The Complainant's meter was checked on September 19, 2022 whereby discrepancy of one phase dead was noticed i.e. 33.33% slow. The Complainant was charged detection bill of 7713 units and 37kW MDI for the period of three (3) months w.e.f May 2022 to July 2022 during the month of September, 2022 on the basis of consumption of corresponding months of previous year.
- (ii) 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 the instant case, LESCO should have charged detection bill for two previous billing cycles on the basis of 33% slowness to recover its loss instead of charging detection bill on previous year consumption basis.
- (iii) It has also been observed that the Complainant was charged excessive billing. The Complainant was charged 21956 kWh Off-peak & 3560 Peak reading till the month of February 2023 whereas the snaps of meter reading depicted 15090 kWh Off-peak & 2407 kWh Peak readings on the bills. LESCO is required to be vigilant and issue correct bills to the consumers as per actual meter readings at site.
6. Foregoing in view, LESCO is directed:
- (i) To revise the detection bill from three (3) months to two (2) months on the basis of 33% slowness for the months of July 2022 and August 2022.
- (ii) To revise bill of the consumer as per actual meter reading snap and charge slowness to the consumer from September 2022 onwards by enhancing multiply factor (i.e. 33.33%) to recover the slowness period loss.
- (iii) Immediately replace the defective meter.
- (iv) Take disciplinary proceedings under LESCO rules against the delinquent officials for issuance of wrong bills as compared to actual meter reading snaps.
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 Hani Shaikh)  
Convener, Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, June 15, 2023.

