



# 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/ 2415 -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. MAZHAR ABBAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (Ref# 46 11535 0312402 U) LESCO-LHR-5086-21**

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**

*(Signature)*  
**(Muhammad Abid)**  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(CAD)  
15/06/23

**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 Kot Lakhpat, LESCO,  
132 kv Grid Station, New Kot Lakhopat,  
Near PEL Factory, Lahore.
5. Mr. Mazhar Abbas,  
KH.856, Mauzia Tey Panju,  
Saleem Town, Lahore.  
Cell# 0313-4131263, 0320-8231592 & 0303-4201928



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

**Complaint No. LESCO-LHR-5086-21**

**Mr. Mazhar Abbas**

R/O KH.856, Mauzia Tey Panju, Saleem Town, Lahore.  
Cell# 0313-4131263, 0320-8231592 & 0303-4201928

..... **Complainant**

**Versus**

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** August 06, 2021,  
October 08, 2021,  
March 24, 2022,  
April 20, 2022,  
June 11, 2022,  
July 05, 2022,  
August 04, 2022  
September 09, 2022

**On behalf of:**

**Complainant:** Mr. Mazhar Abbas

**Respondent:** Mr. Aqeel, XEN (Operation), LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAZHAR ABBAS  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING EXCESSIVE BILLING (Ref# 46 11535  
0312402 U)**

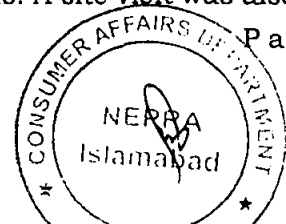
**DECISION**

This decision shall dispose of the complaint filed by Mr. Mazhar Abbas (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 complaint wherein it was submitted that meter of the Complainant was declared defective by LESCO during the month of May 2021 and the Complainant was charged arrears amounting to Rs. 510075/- during the month of May 2021. The Complainant approached LESCO office for correction of bill 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 May 19, 2020 and found "One Phase Dead Stop/33.33% slow". The Complainant was charged detection bill of 21440 units w.e.f. October 2020 to March 2021 on connected load (i.e. 15kW).

4. In order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. A site visit was also conducted



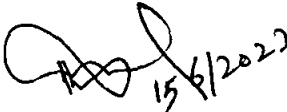
on September 28, 2022 in presence of LESCO Officials and the Complainant. During the site inspection; the connected load was found as 13.2kW.

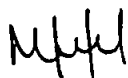
5. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:


- (i) The Complainant is an industrial consumer of LESCO and his connection is installed under reference No. 46-11535-0312402. The sanctioned load is 7kW. The Complainant's energy meter was checked by LESCO on April 07, 2021 wherein discrepancy of one phase dead stop (i.e. 33.33% slowness) was detected. The Complainant was charged detection bill for a period of six (6) months w.e.f October, 2020 to March, 2021 on the basis of load. LESCO assessed consumption of the Complainant as 26280 units for the said period and after deducting already charged 4840 units, LESCO raised detection bill of 21440 units.
- (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", whereas in the instant case LESCO has charged detection bill of six (6) months on load basis rather than on slowness basis as per provisions of CSM.
- (iii) The defective meter was replaced in May 2021. There is no allegation against the Complainant for involvement in theft of electricity.
- (iv) The billing history of the Complainant shows MDI of 15kW against sanctioned load of 7kW. The extended load is required to be regularized by LESCO.

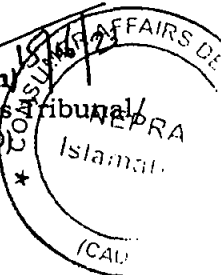
6. Foregoing in view, LESCO is directed to revise the detection bill of 21440 units from six (6) months to two (2) months on 33.33% slowness instead of load basis as per provisions of CSM and issue detection bill for months of February 2021 & March 2021. LESCO is further directed to regularize the load of the Complainant.

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

  
(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, June 15, 2023.