



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

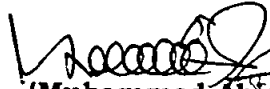
TCD.05/ 3380 -2023
August 11, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. LIAQUAT RAZA
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 13 11511
1304300 U)**
Case No. LESCO-LHR-20474-03-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated August 11, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abid)
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 for NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. XEN Gulberg Division, LESCO
132 kv Grid Station, Garden Town, Kalma Chowk, Lahore.
5. Mr. Liaquat Raza S/o Hameed Raza
R/O 39-M, Model Town, Lahore.
Cell# 0321-5553333



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-20474-03-23

Mr. Liaquat Raza S/o Hameed Raza,
R/O 39-M, Model Town, Lahore.
Cell# 0321-5553333

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 09, 2023

On behalf of:

Complainant: Mr. Liaquat Raza S/o Hameed Raza

Respondent:

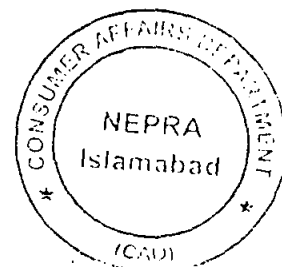
Mr. Muhammad Tahir, XEN (Gulberg), LESCO
Mr. Bilal Aslam, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. LIAQUAT RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 13 11511 1304300 U)

DECISION

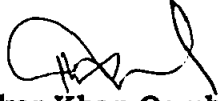
This decision shall dispose of the complaint filed by Mr. Liaquat Raza S/o Hameed Raza (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission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

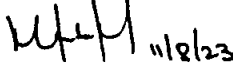
2. The Complainant in his complaint submitted that LESCO has charged arrears amounting to Rs. 78,283/- in the month of March 2023. Accordingly, the matter was taken up with LESCO and a hearing was held on March 09, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it revealed that the Complainant's meter was found defective (i.e. one phase dead) during the checking by M&T in February 2023. LESCO charged detection bill of 1484 units during the month of February 2023 for the period of six (6) months w.e.f August, 2021 to January, 2022 on the basis of consumption recorded in corresponding months of the last year. LESCO Officials (i.e. XEN & RO) were directed to install a check meter in series with the impugned meter and submit meter accuracy report. As per meter accuracy report submitted by LESCO meter of the Complainant was 13.88% slow. In this regard, Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual 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 in violation of provisions of Consumer Service Manual (CSM).

3. Foregoing in view, LESCO is directed to revise the detection bill from six (6) months to two (2) months on the basis of 13.88% slowness for last two months prior to checking i.e. December 2022 & January 2023. Furthermore, LESCO is also directed to immediately replace the defective meter and for the defective period (i.e. February 2023 till date) charge the Complainant on the basis of slowness (by enhancing multiplying factor i.e. 13.88%) to recover the loss of less recorded units. All the adjustments along with FPA and LPS be given to the Complainant by next billing cycle and 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, August 11, 2023

