



**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/ 3218 -2023  
August 4, 2023

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

Subject: **COMPLAINT FILED BY MR. RIAZ HUSSAIN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE  
BILLING (REF# 08 11533 1027500 R)  
Case No. LHR-5141-21**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated August 03, 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)

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, N-212, National Towers,  
Opposite LDA Plaza, Egerton Road, Lahore.
3. Mr. Tahir Mehmood Nadeem,  
Manager/ Incharge Complaint Cell, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. XEN Kot Lakhpat, LESCO  
132 kv Grid Station, New Kot Lakhpat, Near PEL Factory, Lahore.
5. Mr. Riaz Hussain  
R/O House No 246, Ahsaan Block, Nishtar Colony, Lahore.  
Cell# 0347-2969961



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

**Complaint No. LHR-5141-21**

**Mr. Riaz Hussain**

R/O House No 246, Ahsaan Block, Nishtar Colony, Lahore.  
Cell# 0347-2969961

..... **Complainant**

**Versus**

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** August 24, 2021,  
April 20, 2022,  
September 09, 2022

**On behalf of:**  
**Complainant:** Mr. Riaz Hussain

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RIAZ HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 08 11533 1027500 R)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Riaz Hussain (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 energy meter of the Complainant was declared defective by LESCO during the month of April 2021 and the Complainant was charged excessive bill amounting to Rs. 308,277/- during the month of May 2021. 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 May 19, 2020 and found "meter body tampered". The Complainant was charged detection bill of 2913 units for the period of six (6) months w.e.f. November, 2020 to April, 2021 on connected load (i.e. 3.908 kW+1.5 ton AC).

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. The Complainant submitted that he uses electricity as per his requirement and tries to keep it minimum, for which his



bills of last three (3) years may be scrutinized. Charging of excessive bills by LESCO and issuance of detection bill without any reason is unjustified.

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

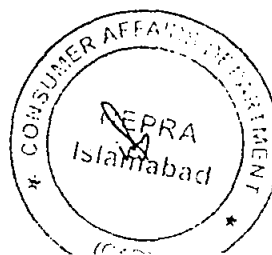
(i) The Complainant is a domestic consumer of LESCO and connection is installed under reference No. 08115331027500. The Complainant's meter became defective during the month of April 2021 and the same was replaced in May 2021. For the month of April 2021, the Complainant was charged 433 units on average basis, however, in the month of May, 2021, LESCO charged 7614 units (lumpsum). Clause 4.3.1(b) of the Consumer Service Manual (CSM) provides that in case of defective meter, DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months. In the instant case; the Complainant was not charged bills in the month of May 2021 as per the formula given in CSM.

(ii) The billing history of the Complainant is as under:-

Months	Year 2018	Year 2019	Year 2020	Year 2021	Year 2022
January	509	250	228	106	0
February	0	249	209	118	0
March	158	225	189	200	35
April	743	542	433	433	250
May	748	118	153	7614	363
June	3	77	121	31	270
July	113	30	191	181	182
August	105	145	170	Disc.	152
September	329	160	207	Disc.	202
October	301	120	121	Disc.	225
November	200	175	191	Disc.	59
December	225	234	62	85	17
Average	<b>286 per Month</b>	<b>194 per month</b>	<b>190 per Month</b>	<b>1096 per Month</b>	<b>146 per month</b>

The above data shows that the average consumption of the Complainant for three year i.e. 2018, 2019 & 2020 is 286 units, 194 units and 190 units per month respectively. The energy meter became defective in April, 2021 and the same was replaced in May, 2021. LESCO charged actual reading dial of 5250 in the month of February, 2021. In the billing month of March, 2021, the meter reading snap is blur and LESCO has charged 200 units i.e. the billing upto 5450 dial. LESCO charged 433 units (average) during the month of April, 2021 and 7614 units (lumpsum) in May 2021. The meter was sent to M&T Department for data retrieval during the month of May, 2021. M&T Department retrieved the final reading as 18366 index. Subsequently, LESCO raised bill of 4870 units being difference of retrieved units and already charged units. Keeping in view consumption history of the Complainant, charging of such huge units i.e. 4870 units for the months of April-May, 2021 is unjustified which is in addition to already charged units to the tune of 433 units (average) and 7614 units (lump sum) in April 2021 and May 2021 respectively. The average consumption in proceeding year (s) is 146 units/month.

(iii) LESCO officials were directed during the hearing to justify charging of extra ordinary units to the Complainant, however, no solid reason was placed on record. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading




is the responsibility of LESCO. Moreover, Clause-6.1.4 of Consumer Service Manual (CSM) provides that meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters. Previously, no any discrepancy has been pointed out by LESCO and the Complainant was charged correct meter readings upto February, 2021. Keeping in view the billing history and record of the Complainant, charging of 4870 units to the Complainant during the month of May, 2021 is unjustified as the same may be due to any other reason and is not the actual consumption.

- (iv) LESCO failed to charge bill to the Complainant in the month of May, 2021 when meter was defective as per provisions of Consumer Service Manual (CSM). Therefore, average consumption should be charged for the disputed month (i.e. May, 2021) in accordance with Clause 4.3.1(b) of Consumer Service Manual (CSM).
- (v) LESCO has also charged detection bill to the Complainant to the tune of 2913 units due to tampering in the meter body. Clause 9.2 of CSM provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereafter. LESCO has failed to provide any evidence of illegal abstraction and justify charging of detection bill.

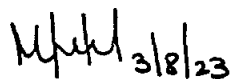
6. Foregoing in view, LESCO is directed

- (i) To charge the bill to the Complainant as per average consumption for the months of May 2021 in accordance with Clause 4.3.1(b) Consumer Service Manual (CSM) and to withdraw 7614 units charged to the Complainant during the month of May, 2021.
- (ii) To withdraw the detection bill of 2913 units charged to the consumer during the month of May 2021 being unjustified.
- (iii) To withdraw 4870 retrieved units.

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

  
(Lashkar Khan Qambrani)

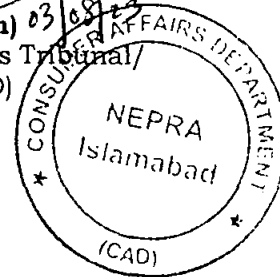
Member, Consumer Complaints Tribunal/  
Director (CAD)

  
(Moqeem-ul-Hassan)

Member, Consumer Complaints Tribunal/  
Assistant Legal Advisor (CAD)

  
(Naweed Illahi Shaikh) 03/08/23

Convener, Consumer Complaints Tribunal/  
Director General (CAD)



Islamabad, August 03, 2023.