



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.

Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/ 1462 -2024
April 02, 2024

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

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHSAN ELAHI
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING ARREAR IN THE BILL (REF# 08 11531 0021400 U)
Case No. LESCO-LHR-21081-04-23**

Please find enclosed herewith the decision of the NEPRA, dated April 02, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:



1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Rana Rizwan Sibght Ullah,
Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat, Near PEL Factory, Lahore.
5. Mr. Ahsan Elahi
R/O Chungi Amer Sidhu, Lahore.
Cell# 0308-4917993



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-21081-04-23

Mr. Ahsan Ilahi,
R/O Chungi Amer Sidhu, Lahore.
Cell# 0308-4917993

..... Complainant

Versus

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

..... Respondent

Date of Hearings: March 07, 2024
September 28, 2023
August 10, 2023
July 12, 2023
June 08, 2023

On behalf of:

Complainant: Mr. Ahsan Ilahi

Respondent: Mr. Muhammad Tahir, XEN (KLP), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHSAN ELAHI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREAR IN THE BILL (REF# 08 11531 0021400 U)**
Case No. LESCO-LHR-21081-04-23

This decision shall dispose of the complaint filed by Mr. Ahsan Ilahi (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 him detection bill amounting to Rs. 220633/- on the basis of adjustment during the month of July, 2022. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

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 on March 01, 2023 and was found discrepancy (i.e., Meter Slow). Subsequently, the Complainant was charged with detection bill of 4157 units during the month of March, 2023 for the period of six (06) months to recoup the loss sustained by LESCO.

4. In order to probe further into the matter, various hearings held on June 08, 2023, July 12, 2023, August 10, 2023, September 28, 2023, and March 07, 2023 respectively at NEPRA Provincial Office, Lahore, which were attended by representatives of both the parties (i.e., LESCO and the Complainant) 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 both the parties and applicable law. The following has been concluded:

- i. The Complainant's meter was found defective i.e., 78% slow as per M&T report and charged with detection bill of 4157 units during the month of March, 2023 for the period of six (06) months w.e.f. September, 2022 to February, 2023 on the basis of connected load (i.e., 5.63 kW).

ii. There are no allegations against the Complainant for involvement in theft or electricity.

6. Relevant Clauses of NEPRA Consumer Service Manual (CSM) elaborate that;

- 4.3.3 (c) i. "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation".
- 4.3.3 (c) ii. "Furthermore, 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".

7. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ وہ:

(الف)۔ نہر اتوا زمین کی روشنی میں شکایت کنندہ کا مل درست کرتے ہوئے دو ماہ (جنوری اور فروری 2023) کے لیے 78 فیصد سست روی (slowness) چارج کی جائے اور معیوب (impugned) بجلی میٹر کے صحت بخش (healthy) میٹر پر شفٹ ہونے تک 78 (Multiplying Factor) فیصد بڑھا کر بجلی چارج کی جائے۔ مزید برآں ماہ مارچ 2023 میں ڈیٹیکشن مل کی مدت میں چارج کیے گئے تمام یوٹس (4157) کو ایس لیے جائیں۔

(ب)۔ مندرجہ بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔


(Alsha Kalsoom)
Assistant Director (CAD)


(Engr. Dr. Bilal Masood)
Incharge/Additional Director (CAD)

Lahore, April 02, 2024

