

**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.05/3709 -2024
August 26, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAWAD
S/O MUHAMMAD ADIB BUTT UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & DELAY IN
REPLACEMENT OF DEFECTIVE METER (REF# 09 11155 0780017 U)
Case No. LESCO-LHR-31075-11-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 26, 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. C.E./Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mr. Muhammad Fawad S/O Muhammad Adib Butt
R/O 13 Din Park, Shad Bagh, Lahore
Cell#0333-4219428



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

Complaint No. LESCO-LHR-31075-11-23

Mr. Muhammad Fawad,
R/O 13 Din Park, Shad Bagh, Lahore
Cell#0333-4219428

..... Complainant

Versus

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

..... Respondent

Date of Hearing: June 11, 2024

On behalf of:

Complainant: Mr. Fawad Butt

Respondent: Mr. M. Azam, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAWAD S/O MUHAMMAD ADIB BUTT UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & DELAY IN REPLACEMENT OF DEFECTIVE METER (REF# 09 11155 0780017 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Fawad (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 his meter became defective and LESCO has wrongly charged him excessive bills based on average, which is not as per his actual consumption. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the meter of the complainant became defective in June 2022 and was replaced in July 2022. The data of the impugned meter was downloaded by M&T Department and found 912 units chargeable to the Complainant, which were charged to the Complainant in November 2023. In order to probe further into the matter, a hearing was held on June 11, 2024 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 was revealed that the meter of the Complainant became defective in June 2022 and was replaced in July 2022. The data of the impugned meter was downloaded by M&T Department and found 912 units chargeable to the Complainant. Subsequently, the Complainant was charged with 912 units by LESCO based on data download/retrieval report in November 2023.

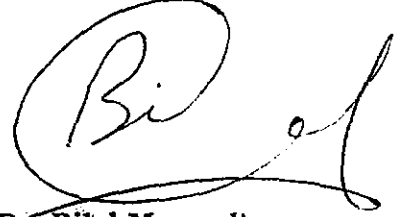
3. In this regard, clause 4.3.2 (d) of NEPRA Consumer Service Manual (CSM) provides that "The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice". In the instant case, LESCO charged the bill to the Complainant based on downloaded units (i.e., 912 units) in November 2023, after a lapse of seventeen (17) months, which is a clear violation of NEPRA Consumer Service Manual (CSM).

4۔ مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکایت کنندہ کا میٹر جولائی 2022 میں تبدیل کیا گیا جبکہ لیسکو نے ایم اینڈ ٹی ڈی پارٹنمنٹ کی رپورٹ کی روشنی میں نومبر 2023 میں (تقریباً ستر ماہ بعد) شکایت کنندہ کو 912 یونٹس کا بل چارج کیا جو کہ کنزیومر سروس مینسٹول (CSM) کی متعلقہ شکایتوں کی سرینا خلاف ورزی ہے۔ لہذا لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو چارج کیے گئے 912 یونٹس کا بل ختم کرے اور چارج کیا گیا FPA/LPS کو بھی ایڈجسٹ کرے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔



(Aisha Kalsoom)

Member Consumer Complaints
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Consumer Complaints
Committee/Additional Director (CAD)

Lahore, August 26, 2024