



**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.05/2867/2024  
July 01, 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 AKMAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER (REF# 45 11812 0424903 R)**  
**Case No. LESCO-LHR-36092-04-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated July 01, 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. Rizwan Sibghat Ullah,  
Manager/Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA),  
LESCO, 22-A, Queens Road, Lahore.
3. S.E Nankana LESCO,  
132 kV Grid Station Nankana Sahab, Sheikhupura.
4. XEN Nankana, LESCO  
Hospital Road, Nankana Sahab Sheikhupura.
5. Mr. Muhammad Akmal,  
R/O Chak No. 571, G.B. District Nankana Sahib.  
Cell # 0300-4614569





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

**Complaint No. LESCO-LHR-36092-04-24**

**Mr. Muhammad Akmal,**  
F/O Chak No. 571, G.B. District Nankana Sahib.  
Cell # 0300-4614569

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** May 23, 2024

**On behalf of:**

**Complainant:** Mr. Muhammad Akmal

**Respondent:** Hafiz Sikandar, XEN, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AKMAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER (REF# 45 11812 0424903 R)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Akmal (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").

1. The Complainant, in his complaint submitted that his meter was burnt in September, 2023 due to heavy rain and LESCO charged him a detection bill amounting to Rs. 204361. 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.

2. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the meter of the Complainant was checked by M&T and found it 66% slow.

3. In order to probe further into the matter, hearing was held on May 23, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

4. 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 is an agricultural consumer of LESCO and has one connection installed in the name of Mr. Saeed Ullah S/O Muhammad Ibrahim with reference number 45 11812 0424903 R, under the D-2b(50) tariff. The connection was installed on May 21, 2020. During the hearing, it was revealed that the meter of the Complainant burnt and the same was replaced by LESCO in July 2023. LESCO sent the impugned meter of the Complainant to M&T for inspection. M&T checked the meter of the Complainant on September 09, 2023 and found it slow (i.e., 66% slowness). Subsequently, the Complainant was charged by LESCO with a detection bill of 7675 units during the month of September 2023 for the period of two months w.e.f. June, 2023 to July, 2023 on the basis of 66% slowness.
- ii. Moreover, it was revealed that previously LESCO had been charging excessive billing to the Complainant as compared to the actual meter reading at the site for the disputed months (i.e., June 2023 and July 2023) which was corrected by LESCO officials on

the Complainant's request. However, when slowness was charged to the Complainant, it was based on the excessive billing instead of the actual meter reading.

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. "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".

7. Foregoing in view, LESCO is directed to revise the detection bill of 7675 units, charged to the Complainant on the basis of excessive billing during the month of September 2023 for the months of June and July 2023 on 66% slowness as per actual consumption instead of excessive billing.

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

(الف) نیپرا قوانین کی روشنی میں شکایت کنندہ کو دو (متنازع) ماہ (جون اور جولائی 2023) کے مہینوں میں زائد ڈالے گئے یونٹس کی بنیاد پر چارج کی گئی 66 فیصد رومی حقیقی کھپت (actual consumption) کے مطابق درست کر کے چارج کی جائے۔

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

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, July 01, 2024

