



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.05/2580-2024
June 12, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARSHAD NAEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#44 11132 0003203) Case No. LESCO-LHR-37637-05-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 12, 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. 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 Ravi Road Division, LESCO
137-Block No.03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Arshad Naeem,
R/O G. T. Road, Petrol Pump, Farrukhabad Ghatti, Shahdara, Lahore.
Cell#0321-6241786





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

Complaint No. LESCO-LHR-37637-05-24

Mr. Arshad Naeem, **Complainant**
R/O G. T. Road, Petrol Pump, Farrukhabad Ghatti, Shahdara, Lahore.
Cell#0321-6241786

Versus

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

Date of Hearing: May 21, 2024

On behalf of:
Complainant: Mr. Arshad Naeem

Respondent: Mr. Tafseer Ahmad, SDO, LESCO

Subject: **COMPLAINT FILED BY MR. ARSHAD NAEEM UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL
(REF#44 11132 0003203)
Case No. LESCO-LHR-37637-05-24**

DECISION

This decision shall dispose of the complaint filed by Mr. Arshad Naeem (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 the Complainant was charged with illegal detection bill. The Complainant approached LESCO office but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO and a hearing was held on May 21, 2024 at NEPRA Provincial Office, Lahore, which was attended by both the parties (i.e., LESCO officials and the Complainant).

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

- (i) The Complainant is a commercial consumer of LESCO and has one connection installed in the name of Mr. Arshad Naeem with reference number 44 11132 0003203 U under the A-2c(06) tariff. During the hearing, LESCO officials apprised that the meter of the Complainant was checked on March 21, 2024 by M&T and found its yellow phase dead. Subsequently, LESCO charged him a detection bill of 6227 units during the month of April, 2024 for the period of six months w.e.f. September, 2023 to February, 2024 on the basis of connected load (i.e., 5 kW) to recover the loss sustained by LESCO. The LESCO officials were directed to install check meter in series with impugned/billing meter to establish slowness. Subsequently, LESCO submitted a check meter report on June 12, 2024,

indicating that the billing meter consumed 257 units while the check meter consumed 255 units over ten (10) days. The result of check meter report clearly demonstrates that there was no slowness in the billing meter. Therefore, the detection bill, charged to the Complainant is unjustified and needs to be withdrawn by LESCO.

-6 مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ:

وہ شکایت کنندہ کو ماہ اپریل 2024 میں میٹر کی سست روی (slowness) کی مد میں موجودہ لوڈ (5 kW) پر چارج کیا گیا 6227 یونٹس کا بل ختم کرے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہندہ جمع کرائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, June 12, 2024


(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

