



**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.05/2629/2024  
June 14, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUZAFAR HUSSAIN SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 11112610029700 U)**  
**Case No. LESCO-LHR-24373-05-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated June 14, 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 Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Shahpur Division, LESCO  
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr.Muzafar Hussain Shah,  
R/O 1051-E Canal View Housing Society,  
Near Thokar Niaz Baig Lahore.  
Cell#0300-8220222





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

**Complaint No. LESCO-LHR-24373-05-23**

**Mr. Muzafar Hussain Shah,**  
R/O 1051-E Canal View Housing Society,  
Near Thokar Niaz Baig Lahore.  
Cell#0300-8220222

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** August 04, 2023  
January 30, 2024  
February 29, 2024  
June 06, 2024

**On behalf of:**

**Complainant:** Mr. Muzaffar Hussain Shah (Online attended)

**Respondent:** Mr. Hassan Raza, SDO, LESCO  
Mr. Imran Khalid, RO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUZAFAR HUSSAIN SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 11112610029700 U) Case No. LESCO-LHR-24373-05-23**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muzafar Hussain Shah (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 charged him with wrong average billing as his meter burnt during the month of March 2023. 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 submitted a report stating that meter of the Complainant was checked and found burnt. Subsequently, the Complainant was charged with open average by LESCO for previous three months as per running load of the Complainant. In order to probe further into the matter, various hearings were held on August 04, 2023, January 30, 2024 and February 29, 2024 respectively at NEPRA Provincial Office, Lahore.

4. In order to finalize the matter, another hearing was held on June 06, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. During the hearing, LESCO reported that the meter of the Complainant was checked by M&T on September 18, 2023 and found it burnt. Subsequently, the Complainant was charged with detection bill of 919 units during the month of November, 2023 on the basis of connected load (i.e., 3.735 kW) for the period of three months w.e.f. April 2023 to June 2023 by LESCO. LESCO officials were directed to submit the data downloading/retrieval report of the impugned meter of the Complainant. Later on, LESCO reported that the meter of the Complainant burnt and cannot be downloaded.

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 is a domestic consumer of LESCO and has one connection installed in the name of Mr. Muzafar Hussain Shah, with reference number 11 11261 0029700 U, under the A-1b(03)T tariff. The connection was installed on December 10, 1991. During the hearing, it was revealed that the Complainant's meter burnt during the month of March, 2023 which was replaced in July 2023 and sent to M&T on August 30, 2023 for data downloading. M&T checked the meter on September 18, 2023 and found it burnt. Subsequently, the Complainant was charged with detection bill of 919 units during the month of November, 2023 on the basis of connected load (i.e., 3.735 kW for the period of three months w.e.f. April 2023 to June 2023 by LESCO. Additionally, the Complainant was also being charged with open average billing from March 2023 to July 2023.
- ii. The complainant apprised that his premises was vacant during this period due to which the consumption was low. He also submitted the Gas bills in support of his arguments which shows the similar consumption pattern like electricity bills. Furthermore, LESCO officials failed to provide any proper evidence to establish theft of electricity supply/using direct supply, therefore, detection bill charged to the Complainant is unjustified. Furthermore, the complainant was being charged with average billing and random units during this disputed period.
- i. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows,

Month/Year	2022	2023	Gas Consumption, HM3 (2023)
January	11	02	0
February	09	12	0
March	19	<div style="border: 1px solid black; padding: 2px;"> Detection bill charged (April 2023 to June 2023), random units charged (March 2023 to July 2023) </div>	0
April	16		0
May	20		0
June	23		0
July	29		0
August	47	58	0
September	30	61	0
October	14	24	0
November	04	11	0
December	06	08	-
<b>Average</b>	<b>19/month</b>	<b>25/month</b>	<b>0/month</b>

The above data indicates that the billing history of the Complainant is healthy, with an average consumption of 19 units per month in 2022, and 25 units per month excluding the randomly charged units during the period of March 2023 to July 2023. Therefore, the detection bill and open/random average billing charged to the Complainant seems unjustified and the same is required to be withdrawn.

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

- 4.3.1 "In case a metering installation becomes defective/burnt (which was otherwise correct up to last billing cycle), DISCO shall:"
  - 4.3.1 (a) "Replace the metering installation immediately or within two billing cycles if meters are not available."
  - 4.3.1 (b) "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".

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

(الف) مندرجہ بالا نمبر اقوامین کی متعلقہ شکوے کی روشنی میں شکایت کنندہ کو ماہ نومبر 2023 میں چارج کیا گیا 919 یونٹس کا ڈیسٹیکشن بل فی الفور ختم کیا جائے۔

(ب) مارچ 2023 سے جولائی 2023 تک شکایت کنندہ کو چارج کیے گئے فرضی (random) یونٹس بھی واپس لیے جائیں۔

(ج) شکایت کنندہ کو مارچ 2023 سے جولائی 2023 کے لیے نیچر اقوامین کے مطابق ایورج بلنگ چارج کی جائے۔

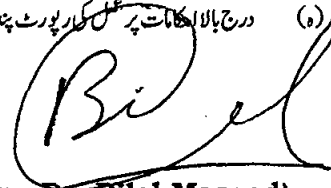
(د) شکایت کنندہ کا کنکشن فی الفور بحال کیا جائے۔

(ه) درج بالا شکایات پر عمل کر رپورٹ ہند رہ (15) یوم کے اندر دفتر ہذا 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, June 14, 2024

