

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.05/4462 -2023
December 26, 2023**

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

**Subject: COMPLAINT FILED BY MR. MUHAMMAD WASEEM S/O SIRAJ DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#46 11513 1452800 U)
Case No. LESCO-LHR-28585-09-23**

Please find enclosed herewith the decision of the NEPRA dated December 26, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

(Aisha Kalsoom)
Assistant Director

Copy to

- 1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.**
- 2. Mrs. Masooma Adil,
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 Gulberg Division, LESCO
132 kv Grid Station, Garden Town,
Kalma Chowk, Lahore.**
- 5. Mr. Muhammad Waseem S/O Siraj Din
R/O 50 PECO Road, Model Town, Link Road,
Near Honda Morr, Lahore
Cell#0324-4444922, 0332-4408880**



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

Complaint No. LESCO-LHR-28585-09-23

Mr. Muhammad Sarwar,
R/O 50 PECO Road, Model Town, Link Road,
Near Honda Morr, Lahore
Cell#0324-4444922, 0332-4408880

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: December 21, 2023

On behalf of: Muhammad Yasin

Complainant:

Respondent: Mohsin Islam, SDO, LESCO

Subject: COMPLAINT FILED BY MR. MUHAMMAD WASEEM S/O SIRAJ DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#46 11513 1452800 U)
Case No. LESCO-LHR-28585-09-23

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Waseem (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 arrears in the bill during the month of August 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 reported that the Complainant's meter was checked by M&T on May 08, 2023 and found defective (one phase dead stop i.e. 33% slowness). Subsequently, the Complainant was charged detection bill of 11974 units during the month of May 2023 for the period of ten (10) months w.e.f. July 2022, to April, 2023 on the basis of MDI (i.e. 7 kW).

4. In order to probe further into the matter, hearing was held on December 21, 2023 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. 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:

1. The Complainant's meter was found defective (one phase dead stop i.e. 33% slowness) and the Complainant was charged detection bill of 11974 units during the month of May 2023 for the period of ten (10) months w.e.f. July 2022, to April, 2023 on the basis of MDI (i.e. 7 kW). The meter was replaced in the month of May 2023. The consumption history of the Complainant is healthy after replacement of the defective meter.

- ii. There are no allegations against the complainant for involvement in theft of electricity.
- iii. Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual (CSM) provides that "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. 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."

روشنی میں وارننگ جاری ہو جائے۔

Aisha
(Aisha Kalsoom)

(Engr. Dr. Bilal Masood)

Lahore, December 26, 2023