



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/M325 -2024
September 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. IQRA NAEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#03 11332 0242600 U)**
Case No. LESCO-LHR-41236-07-24

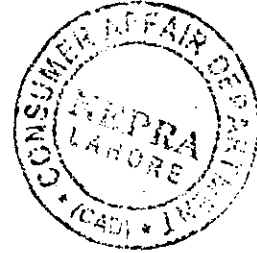
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 26, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C. E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Mcleod Road, Division, LESCO
Near Imperial Cinema Mcleod Road, Lahore.
5. Mr. Iqra Naeem D/O Muhammad Naeem
R/O House No. 30/A, Street No. 33,
Mohallah Gawalian, Nisbat Road, Lahore
Cell#0327-4536605





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

Complaint No. LESCO-LHR-41236-07-24

Ms. Iqra Naeem,
R/O House No. 30/A, Street No. 33,
Mohallah Gawalian, Nisbat Road, Lahore
Cell#0327-4536605

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: August 08, 2024

On behalf of:

Complainant: Ms. Iqra Naeem

Respondent: Mr. Hafiz Ali Ahmad, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IQRA NAEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#03 11332 0242600 U)**

DECISION

This decision shall dispose of the complaint filed by Ms. Iqra 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. The Complainant in his complaint submitted that LESCO has charged her illegal bill amounting to Rs. 146909/- during the month of June 2024. 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 order to probe further into the matter, a hearing was held on August 08, 2024 at NEPRA Provincial Office, Lahore, which was attended by representatives of both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, LESCO reported that the meter of the Complainant was checked on May 24, 2024, by LESCO's operations team and was found to be dead/sticking stop on running load of 7 amps (AC premises). Subsequently, a detection bill of 2,037 units was charged to the Complainant for the period of three months, w.e.f. March 2024 to May 2024, based on the connected load (i.e., 2.309 kW plus one 1 ton AC) to recover the loss sustained by LESCO.

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 a domestic consumer of LESCO and has one connection installed in the name of Mr. Muhammad Arshad Mehmood with reference number 03 11331 0242600, under the A-1a(01) tariff. During the hearing, LESCO officials apprised that the meter of the Complainant was checked on May 24, 2024, by LESCO's operations team and was found to be dead/sticking stop on running load of 7 amps (AC premises). Subsequently, a detection bill of 2,037 units was charged to the Complainant for the period of three months, w.e.f. March 2024 to May 2024, based on the connected load (i.e., 2.309 kW plus one 1 ton AC) to recover the loss sustained by LESCO. In order to arrive at an informed decision, LESCO officials were directed, through an interim order dated August 13, 2024, to install a check meter in series with the impugned meter to check meter's accuracy and to submit meter accuracy report. Later on, LESCO officials submitted a meter accuracy report on September 24, 2024, which indicated that the Complainant's meter was found to be 31.8% slow. In view of the above, the detection bill of 2,037 units charged to the Complainant in June 2024 for the period of three months w.e.f.

March 2024 to May 2024, based on the meter being dead/sticking stop, seems unjustified and needs to be withdrawn. Instead, 31.8% slowness should be charged in accordance with the NEPRA Consumer Service Manual (CSM).

5. 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".

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو بدانت کی جاتی ہے کہ ؛

(الف) نیپرا قوانین کی روشنی میں شکانت کنندہ کو ماہ جون 2024 میں تین ماہ کے لیے چارج کیا گیا 2037 یونٹس کا ڈیٹیکشن بل واپس لیا جائے اور دو ماہ (اپریل اور مئی 2024) کے لیے 31.8 فیصد سست روی (Slowness) چارج کی جائے۔

(ب) مزید برآں، معیوب میٹر کی تبدیلی تک 31.8 فیصد جزو ضربی (Multiplying Factor) بڑھا کر چارج کیا جائے۔

(ج) شکانت کنندہ کا معیوب میٹر فی الفور تبدیل کیا جائے۔

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

(Aisha Kalsoom)

Member Consumer Complaints
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member Consumer Complaints
Committee/Additional Director (CAD)

Lahore, September 26, 2024

