



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.05/2382 -2024
May 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHOAIB ZAFAR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF#14 11112 1256000)
Case No. LESCO-LHR-34075-01-24**

Please find enclosed herewith the decision of the NEPRA dated May 29, 2024
regarding the subject matter for necessary action and compliance within fifteen (15)
days, positively.

Encl: As above


(Aisha Kalsoom)
Assitant 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 Gulshan e Ravi Division, LESCO
88-A, Mian Road, Gulshan-e-Ravi, Lahore
5. Mr. Shoaib Zafar
R/O House No. 55, Block F, Gulshan-e-Ravi, Lahore
Cell#0321-4870874





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

Complaint No. LESCO-LHR-28931-09-23

Mr. Shoiab Zafar,
R/O House No. 55, Block F, Gulshan-e-Ravi, Lahore
Cell#0321-4870874

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 02, 2024

On behalf of:
Complainant: Mr. Shoaib Zafar

Respondent: Mr. Nouman Ahmad, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHOAIB ZAFAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#14 11112 1256000)
Case No, LESCO-LHR-34075-01-24

DECISION

This decision shall dispose of the complaint filed by Mr. Shoaib Zafar (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 excessive bill amounting to Rs. 193078/- during the month of August, 2023 for a vacant house. 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 meter of the Complainant was checked on July 10, 2023 by M&T and found its yellow phase dead. Subsequently, LESCO charged the Complainant a detection bill of 3611 units during the month of September, 2023 for the period of three months w.e.f. May 2023 to July 2023 on the basis of connected load (i.e., 5 kW + 02 Acs).

4. In order to probe further into the matter, a hearing was held on May 02, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

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 Tafseer Ud Din with reference number 14 11112 1256000 U under the A-1b(03)T tariff. The connection was installed on November 08, 1989. During the hearing, LESCO officials apprised that the meter of the Complainant was checked on July 10, 2023 by M&T and found its yellow phase dead. Subsequently, LESCO charged the Complainant a detection bill of 3611 units during the month of September, 2023 for the period of three months w.e.f. May 2023 to July 2023 on the basis of connected load (i.e., 5 kW + 02 Acs). Moreover, the meter of the Complainant was disconnected due to non-payment of the bill during the month of September, 2023.
- ii. The Complainant apprised that his premises is vacant from July, 2023 till date with less electricity consumption. Additionally, he submitted his gas bills in support of his arguments. The history of gas bills indicates low consumption, providing evidence that the premises was indeed vacant during the said period.

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".

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

(الف) نیپرا قوانین کی روشنی میں شکایت کنندہ کو ماہ ستمبر 2023 میں میٹر کے ایک فیز (yellow phase) ڈیڈ کی بنیاد پر چارج کیا گیا 3611 یونٹس کا بل ختم کیا جائے۔

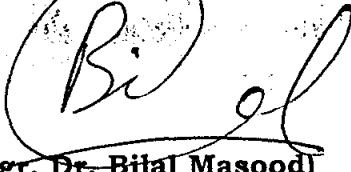
(ب) دو ماہ (جون 2023 اور جولائی 2023) کے لیے 33 فیصد سست روی (slowness) چارج کی جائے۔

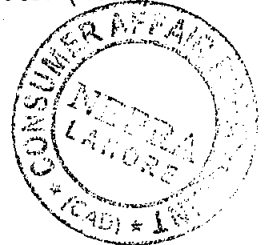
(ج) ماہ ستمبر 2023 کے بعد چارج کیے گئے تمام ایورجنگ بلز واپس لیے جائیں۔

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

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


(Aisha Kalsoom)
Assistant Director (CAD)


(Engr. Dr. Bilal Masood)
Incharge/Additional Director (CAD)



Lahore, May 29, 2023