



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD 05/ 1367 -2023
March 20, 2024

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

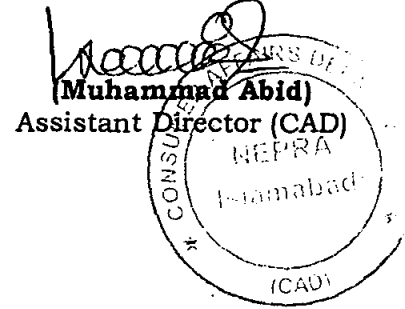
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RAMZAN SHAD S/O NOOR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING BILLING AT DISCONNECTED PREMISES (A/C# 05 11262 0474441).**
LESCO-NHQ-31774-11-23

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal, dated March 20, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Muhammad Ramzan Shad S/o Noor Muhammad,
Gulshan Town, Katarband Road, Thokar Niaz Baig,
Lahore.
0301-4487199





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

Complaint No. LESCO-NHQ-31774-11-23

Mr. Muhammad Ramzan Shad,
S/o Noor Muhammad,
Gulshan Town, Katarband Road,
Thokar Niaz Baig, Lahore.
Contact# 0301-4487199

.....Complainant

Versus

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

.....Respondent

Date of Hearing: January 25, 2024

**On behalf of
Complainant:** Mr. Muhammad Ramzan Shad

Respondent: Mr. Asif Javed, Executive Engineer (Operation) Shahpur Division

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RAMZAN SHAD S/O NOOR MUHAMMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING BILLING AT DISCONNECTED PREMISES (A/C# 05 11262 0474441)**

DECISION

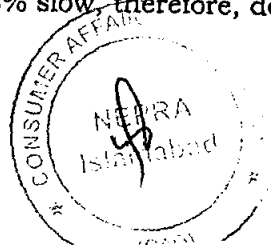
This decision shall dispose of the complaint filed by Mr. Muhammad Ramzan Shad s/o Noor Muhammad (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The brief facts of the case are that the Complainant filed a complaint before NEPRA wherein the Complainant apprised that LESCO had disconnected the electricity supply in June, 2023 without providing any valid reason. The metering equipment had been removed but LESCO kept on charging them electricity bills without taking meter reading. The Complainant approached LESCO for restoration of electricity supply but the grievance of the Complainant was not redressed. Therefore, the Complainant approached for redressal of his grievances.

3. The subject matter was taken up with LESCO. LESCO failed to submit the required report in the matter within stipulated time. In order to finalize the matter, a hearing was held on January 25, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. LESCO & the Complainant and the issue was discussed in detail. LESCO submitted that the Complainant's connection was checked by M&T Department on April 26, 2023, and it was reported that the blue phase of the meter was dead stop. Furthermore, the consumer was using domestic connection for industrial purposes at the time of checking. In view of the said, a detection bill of 6614 units was issued to the Complainant for a period of November, 2022 to April, 2023 during the month of November, 2023.

4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a domestic consumer of LESCO with sanctioned load of 5 kW under A-1b (03) tariff running with reference No. 05-11262-0474441. LESCO officials visited the Complainant's premises on April 26, 2023 and found that the Complainant's meter was 33.3% slow, therefore, detection bill for 6614



units was charged for the previous six billing months i.e. November, 2022 to April, 2023. LESCO also disconnected the electricity supply of the Complainant in June, 2023 and charged estimated 2286 units, 2241 units, 4054 units and 2896 units for the months of July-2023, August-2023, September-2023 and October-2023 respectively. Meter reading snaps printed on bill also showed that no meter is available at site and LESCO has issued estimated bills to the complainant during disputed period.

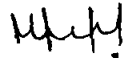
- (ii) According to Clause 4.3.3 of the Consumer Service Manual (CSM) if slowness of meter is established charging of a bill for the quantum of energy lost if any shall not be more than two billing cycles. Moreover, multiplying factor will be enhanced for charging of actual consumption till replacement of the defective meter. Conversely, LESCO charged detection bill for the period of six (06) months and disconnected the electricity supply instead of enhancing multiplying factor.
- (iii) LESCO failed to provide any justification for charging of estimated 2286 units, 2241 units, 4054 units and 2896 units for the months of July 2023, August 2023, September 2023 and October 2023 respectively when the connection was disconnected and equipment was removed from site.
- (iv) Moreover, Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading is the responsibility of LESCO. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. The concerned officer/official failed to point out at any stage about discrepancy. The Consumers have legitimate expectation that what is being billed is actual cost of electricity and it is correct. In view of above, penalizing the Complainant on part of incompetency of LESCO officials is not justified.

5. Foregoing in view, LESCO is directed to revise the supplementary bill of 6614 units for a period of two (02) previous months prior to date of checking of meter on the basis of 33.3% slowness. Moreover, event-wise data of the impugned meter be retrieved and consumption pertaining to the period from July-2023 to October-2023 be charged with enhanced multiplying factor to recover the loss of energy sustained to LESCO (if any). In case no consumption is obtained in data downloading report the bills issued to the Complainant for the period July-2023 to October-2023 be withdrawn. Compliance report be submitted within fifteen (15) days.

5۔ مندرجہ بالا حقائق کے تناظر میں، لیسکو کو ہدایت کی جاتی ہے کہ وہ ست روڈی کی بنیاد پر جاری کیے گئے 6614 یونٹس کے جرمانے کے بل کو چھ (06) ماہ کی بجائے دو (02) ماہ میں تبدیل کرے (میٹر کی جانچ سے پہلے کے دو ماہ)۔ مزید یہ کہ متنازع میٹر کا ڈیٹا ڈاؤن لوڈ کیا جائے، اگر جولائی 2023 سے لیکر اکتوبر 2023 تک بجلی کی کوئی کمپٹ ہو تو اس کا بل بڑھے ہوئے جزو ضربی کے مطابق شکایت کنندہ کو ادا کرنے کے لیے جاری کیا جائے تاکہ لیسکو کے بجلی کے نقصان کا ازالہ کیا جاسکے (اگر کوئی ہو تو)۔ اگر ڈیٹا ڈاؤن لوڈنگ رپورٹ میں کوئی کمپٹ نہیں پائی جاتی تو جولائی 2023 سے لیکر اکتوبر 2023 کے دوران جاری کیے گئے تمام بل ختم کیے جائیں۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔


(Lashkar Khan Qambrani)

Member Consumer Complaints Tribunal/
Director (CAD)


(Moqeem-ul-Hassan)

Member Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, March 20, 2024

