



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/ 253 -2024
January 15, 2024

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

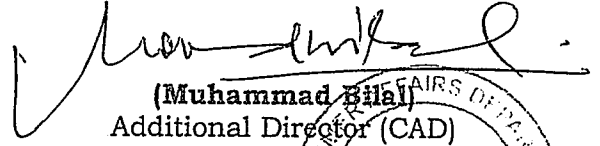
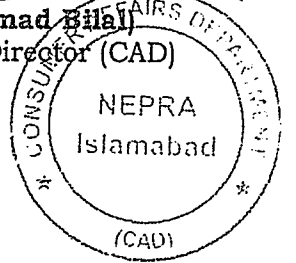
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SHAKEELA NAEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (A/C# 16 11514 0190302). LESCO-NHQ-32106-12-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated January 15, 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. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. Ms. Shakeela Naeem,
98-B, New Muslim Town, Lahore.
0321-4948774


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. LESCO-NHQ-32106-12-23

Ms. Shakeela Naeem,
98-B, New Muslim Town, Lahore.
0321-4948774

... Complainant

VERSUS

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

.... Respondent

Date of Hearing: January 8, 2024

On behalf of

Complainant: 1) Mr. Zaki Abbas

Respondent: 1) Mr. Sana Muhammad, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SHAKEELA NAEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (A/C# 16 11514 0190302).

DECISION

This decision shall dispose of the complaint filed by Ms. Shakeela Naeem, 98-B, New Muslim Town, Lahore (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").

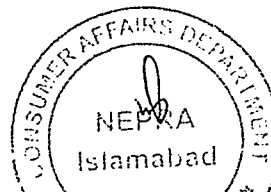
2. Brief fact of the case are that the complainant in her complaint submitted that LESCO installed green meter against her connection bearing reference No. 16 11514 0190302 and removed already installed meter. Subsequently, LESCO issued a detection bill amounting to Rs. 628,603/- after lapse of 11 months of meter replacement with allegation of meter tempering. Moreover, LESCO reported the matter to the concerned police station for lodging FIR. The matter was taken up with LESCO for submission of report. However, LESCO failed to submit report in time. In order to proceed further, a hearing was held on January 8, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties. During the hearing, LESCO representatives informed that upon installation of net meter the existing 3 phase meter was removed from the site which was checked by M&T whereby the meter was declared tempered, therefore, an FIR was lodged against the Complainant besides issuance of detection bill for 9926 units.

3. The case has been examined in detail in light of submission of the parties documents available on record, arguments advanced during the hearing and applicable law. The following has been concluded:

- i. The Complainant is a domestic consumer of LESCO with reference No. 16 11514 0190302. A 3-phase meter bearing No. 179068 was installed

Decision – Ms. Shakeela Naeem VS LESCO – (LESCO-NHQ-32106-12-23)

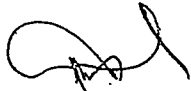
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at site. On January 18, 2023 LESCO installed green meter bearing No. 406794. The removed meter was taken into custody by LESCO. MCO was silent w.r.t. tempering of meter.

- ii. LESCO checked the removed meter on November 15, 2023 and declared the meter tempered whereas the meter was in custody of LESCO for ten (10) months.
- iii. According to provisions of Consumer Service Manual, the consumer is responsible for meter installed at the premises. Once meter is removed from site, the consumer shall not be responsible for any kind of discrepancy whatsoever if pointed out by DISCO. Even in case of data retrieval, DISCO cannot charge units to the consumers after 06 months as per provisions of Consumer Service Manual (CSM).
- iv. If meter was tempered it should have been pointed out at the time of MCO. MCO is silent w.r.t tempering of meter. M&T report was obtained after a lapse of ten (10) months whereas it should have been done soon after the replacement of meter.
- v. Imposition of allegations against the Complainant after ten month of meter removal has no justification.
- vi. LESCO has also lodged FIR against the Complainant for tempering of meter whereas the meter was in possession of LESCO for ten months.
- vii. Data provided by LESCO have been analyzed in detail. There is no significant variation in electricity consumption of the Complainant. Moreover, in past there are no any allegations against the Complainant for involvement in theft of electricity.
- viii. The Consumer Service Manual provides a procedure for establishing illegal abstraction of electricity. The said procedure has not been followed by LESCO.

4. Foregoing in view, LESCO is directed to withdraw the detection bill charged against the Complainant for 9926 units being unjustified. LESCO is further directed to initiate proceedings against the delinquent officials under LESCO service rules who did not sent the meter to M&T for checking in time and kept the meter in sub division for ten (10) months. Compliance report be submitted to this office within fifteen (15) days.


(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal
Assistant Legal Advisor


(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, January 15, 2024

