



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**

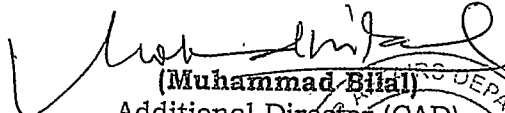
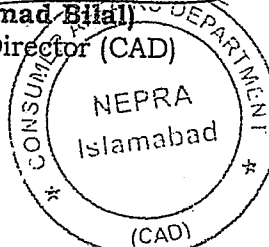
TCD.05/ 288 -2024
January 17, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY CHIEF ENGINEER (ELECTRICAL), M/S PUNJAB INDUSTRIAL ESTATES DEVELOPMENT & MANAGEMENT COMPANY (PIEDMC), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (A/C# 24 11919 9151000).**
LESCO-NHQ-28428-09-23

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal, dated January 17, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)


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, 22-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. Chief Engineer (Electrical),
M/s Punjab Industrial Estates Development & -
Management Company (PIEDMC),
Commercial Area (North), Sundar Industrial Estate,
Sundar Raiwind Road, Lahore.
info@pie.com.pk
[042-35297203](tel:042-35297203)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-28428-09-23

Chief Engineer (Electrical),
M/s Punjab Industrial Estates Development & -
Management Company (PIEDMC),
Commercial Area (North), Sundar Industrial Estate,
Sundar Raiwind Road, Lahore.
info@pie.com.pk
042-35297203

..... Complainant

Versus

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

..... Respondent

Date of Hearing: November 28, 2023,

On Behalf of: 1) Mr. Muneeb Ahmed Dar, C.E. Electrical (PIEDMC),
Complainant: 2) Sr. Deputy Manager Electrical (PIEDMC),

Respondent: 1) Mr. Rustam Ali, Dy. Manager, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY CHIEF ENGINEER (ELECTRICAL), M/S PUNJAB INDUSTRIAL ESTATES DEVELOPMENT & MANAGEMENT COMPANY (PIEDMC), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (A/C# 24 11919 9151000).

This decision shall dispose of the complaint filed by Chief Engineer (Electrical), M/s Punjab Industrial Estates Development & Management Company (PIEDMC), Commercial Area (North), Sundar Industrial Estate, Sundar Raiwind Road, Lahore (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 as under:

- i. The electricity bill for the month of July 2023 was received to the tune of Rs. 1,720,421,391/- however, the said bill also included an amount of Rs. 20,889,329.72/- as arrears. The amount of arrears is illegal, unlawful and uncalled since all the bills had been paid upto the month of June 2023.
- ii. The electricity bill for the month of July 2023 is in sheer violation of Consumer Service Manual (CSM). Moreover, LESCO has even applied the wrong tariff and has charged the Complainant twice for the same number of units.
- iii. The Complainant requested LESCO to issue correct bill and also to extend the due date till 25-08-2023, however, LESCO did not issue a fresh bill by removing




the arrears. Resultantly, the Complainant deposited the electricity bill for the month of July 2023 (including arrears) under protest and also informed LESCO vide letter dated 22-08-2023.

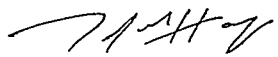
iv. LESCO has wrongly charged the arrears amounting to RS. 20,889,329.72/- from the Complainant. The data available in the electricity meter, which is traceable, if examined shall show that the Complainant's Meter Reading on 01-07-2023 was 64.39 (Peak) and 353.95 (off-peak). Hence the reading date (03-07-2023) mentioned on the electricity bill for the month of June-2023 is false and fictitious. The Complainant has paid the electricity bill for the month of July 2023 in full, which shows the electricity consumed from 01-07-2023 till 31-07-2023. Resultantly, the arrears of RS. 20,889,329.72/- are equivalent to double charging of electricity and is illegal, unlawful and unjustified.


v. The Complainant has requested that LESCO be directed to adjust the amount of Rs. 20,889,330/-, received with the bill for the month of July and deposited by the Complainant under protest, in the billing month of Aug-2023.

3. The matter was taken-up with LESCO and a hearing was held on November 28, 2023 at NEPRA Head Office, Islamabad. The hearing was attended by both the parties i.e. LESCO & the Complainant. During the hearing, it revealed that actually the meter reading for the month of June 2023 was taken on July 01, 2023 whereas the reading date mentioned on the bill is July 03, 2023. Ministry of Energy (Power Division) vide SRO No. 939(I)2023 issued revised schedule for tariff on July 26, 2023 which was effective from July 01, 2023. LESCO charged bill for the month of June 2023 on the new tariff for the days falling in July i.e. 1st, 2nd and 3rd July and as a result of which 2251350 units amounting to Rs. 20,889,329.72/- were charged to the Complainant in the billing month of July 2023 whereas the difference of tariff rates should have been charged only for 1st July 2023 i.e. the date on which actually/physically meter reading was taken.

4. Foregoing in view, LESCO is directed to revise the bill excessively charged on account of differential of tariff and adjustment be made in future bills accordingly. Compliance report be submitted to this office within twenty (20) 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 17, 2024