



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

2763

TCD.05/ -2024

June 21, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHIQ HUSSAIN BHATTI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#05 11273 0594200).**
LESCO-LHR-35771-03-24

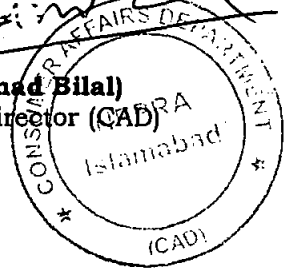
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated June 21, 2024, regarding the subject matter, for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood,
Incharge/Additional Director (CAD),
54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Ashiq Hussain Bhatti,
R/O House No. 7, Street No. 1, MeharNazir Park,
Gulshan e Ravi, Bund Road, Lahore.
0324-4100425

(Muhammad Bilal)
Additional Director (CAD)



Please follow up with LESCO



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

Complaint No. LESCO-LHR-35771-03-24

Mr. Ashiq Hussain Bhatti,
R/O House No. 7, Street No. 1, MeharNazir Park,
Gulshan e Ravi, Bund Road, Lahore.
Cell#0324-4100425

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: May 09, 2024

On behalf of:

Complainant: Mr. Ashiq Hussain Bhatti

Respondent: Mr. Irfan Ali, SDO, LESCO
Mr. Sarmad, RO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHIQ HUSSAIN BHATTI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#05 11273 0594200).**

DECISION

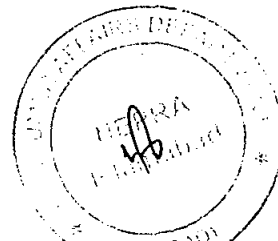
This decision shall dispose of the complaint filed by Mr. Ashiq Hussain Bhatti (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant in the complaint submitted that LESCO charged adjustment bill against already replaced defective meter after a period of twelve (12) months. The Complainant approached LESCO for redressal of the grievances but the same was not redressed. Subsequently, the Complainant approached NEPRA for correction of the bill and redressal of grievances. The matter was taken up with LESCO for submission of report, however, LESCO failed to submit report. Therefore, a hearing was held on May 09, 2024 at NEPRA Provincial office, Lahore which was attended by both the parties (LESCO officials and the Complainant) wherein the issue was discussed in detail.

3. The case has been examined in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

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CRC Decision – Mr. Ashiq Hussain (LESCO-LHR-35771-03-24)



- (i) The Complainant is a domestic consumer of LESCO with reference number 05 11273 0594200 U, under the A-1b(03)T tariff. The meter of the Complainant became defective in February, 2023 and the same was replaced during the month of March, 2023 by LESCO. The Complainant was charged with average billing for the months of February and March, 2023. The data of replaced/impugned meter was downloaded in January, 2024 and LESCO charged 12633 units to the Complainant in the light of data downloading/retrieval report during the month of February, 2024 (after a year), which is clear violation of Clause-4.3 of Consumer Service Manual (CSM).
- (ii) According to Clause 4.3.1 of Consumer Service Manual (CSM) "In case a metering installation becomes defective/burnt (which was otherwise correct up to last billing cycle), DISCO shall:
- Replace the metering installation immediately or within two billing cycles if meters are not available.
 - DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months".
 - No previous charging shall be made against the consumer account if the meter was correct till the last billing cycle.
- (iii) Moreover, Clause-4.3.2 (d) of CSM envisages that *"The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice. In case, data is not retrieved within six (6) months the consumer's account shall not be liable to any adjustment"*. In the instant case, LESCO has charged supplementary bill after lapse of one year.
- (iv) The billing data of the Complainant has also been analyzed. The billing history of the Complainant is as follows:

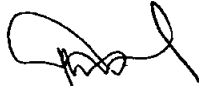
Months	Year-2022	Year-2023
January	331	1173
February	322	1171
March	297	1251
April	973	973 (average)
May	1780	566
June	2059	1199
July	2113	2031
August	1610	1669
September	1618	1851
October	758	696
November	287	341
December	224	196
Average	1031/month	1093/month

The above data shows that there is no variation in the billing. The average consumption for the year 2022 is 1031 units/month and for the year 2023 is 1093 units/month. Charging of 12633 units during the month of February, 2024 in the light of data downloading/retrieval report is not only in violation of provisions of CSM but also it is on higher side.

- (v) The billing history of the Complainant does not support data retrieved units. The Consumer's monthly average consumption is 1031 units/month for year 2022 and 1093 units/month for the year 2023 whereas consumption as per data retrieval report for two months is 12633 units which is doubtful.

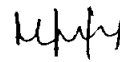
4. Foregoing in view, adjustment of 12633 units made during the month of February, 2024 (after a period of one year almost) on account of data downloading/retrieval, is hereby declared in violation of relevant provisions of Consumer Service Manual (CSM), therefore, LESCO is directed to withdraw the supplementary bill of 12633 units. Compliance report be submitted within fifteen (15) days.

4۔ مندرجہ بالا حقائق کے پیش نظر شکایت کنندہ کو تقریباً ایک سال بعد ماہ فروری 2024 میں ڈیٹا ڈاؤنلوڈ کی بنیاد پر جاری کیے گئے 12633 یونٹس کے بل کو نیپرا قوانین کی روشنی میں غیر منصفانہ قرار دیا جاتا ہے اور لیسکو کو بدائیت کی جاتی ہے 12633 یونٹس کے اس غیر منصفانہ بل کو ختم کرے۔ نیز تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر جمع کر دے۔



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Moqem ul Hassan)

member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 21, 2024