



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**

TCD.05/2319 -2024
May 22, 2024

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

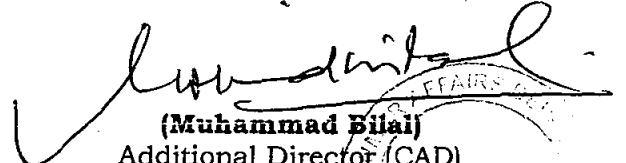
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAHEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11563 8207700 U)**
LESCO-LHR-30007-10-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated May 22, 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. 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. S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
5. XEN Defense East Division, LESCO
425-EE, DHA Ghazi Road, Lahore.
6. Mr. Muhammad Faheem
R/O CP77, Fairways Commercial,
DRGCC, Phase 6, DHA, Lahore.
Cell#0301-7461620


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)

{ For follow-up, please }



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

Complaint No. LESCO-LHR-30007-10-23

Mr. Muhammad Faheem,

... Complainant

R/O CP77, Fairways Commercial, DRGCC, Phase 6, DHA, Lahore.
Cell#0301-7461620

Versus

Lahore Electric Supply Company (LESCO)

... Respondent

22-A, Queens Road, Lahore.

Date of Hearing: March 21, 2024
November 08, 2023

On behalf of:

Complainant: Mr. Muhammad Faheem

Respondent: Mr. Ashfaq Ahmed, XEN, LESCO
Mr. Sajid Hussain, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAHEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11563 8207700 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Faheem (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 with excessive billing as compared to actual meter reading at site. 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 report regarding the Complainant's contention, however, no report was submitted by LESCO. Therefore, in order to proceed further into the matter, a hearing was held on November 08, 2023 at NEPRA Provincial Office, Lahore, which was attended by representatives of both the parties (LESCO and the Complainant) whereby the matter was discussed in detail. During the hearing, LESCO apprised that "off peak reading on consumer's

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NEPRA CRC Decision: MUHAMMAD FAHEEM vs. LESCO (LESCO-LHR-30007-10-23)



back up meter was found 1101 index and peak reading 0349 index upto the month of November, 2023 whereas consumer was charged reading upto 1074 index in off peak and 0339 index in peak. The consumer billing meter was found slow and reading on slow meter for off peak is 875 index and peak reading is equal to 276 index with 80 multiplying factor (MF)". In order to establish the slowness of Complainant meter, LESCO was directed to submit meter's checking report duly checked by M&T Department which was submitted vide M&T report dated December 04, 2023.


4. 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:

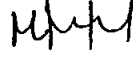
- (i) The Complainant is a commercial consumer of LESCO with reference number 24 11563. 8207700 U, under the A-2C(06)T tariff. The connection was energized on August 17, 2022, and two meters i.e. billing meter and a backup meter were installed simultaneously. During the month of August, 2023 LESCO charged 38080 units on account of difference of reading of billing meter as compared to backup meter without any M&T report. LESCO officials did not place any document i.e. M&T report etc. on record during the hearings.
- (ii) Analysis of snaps printed on electricity bills produced by the Complainant revealed that billing of the Complainant was shifted on back-up meter w.e.f. August, 2023 and LESCO charged 38080 units as difference of readings of both the meters and did not place on record effective date of slowness of meter. Afterwards, LESCO continued billing on backup meter. During the period from date of installation of meter i.e. August, 2022 to August, 2023 LESCO official(s) failed to point out any discrepancy at any stage. Upon directions of NEPRA, LESCO checked accuracy of meter and submitted report vide M&T Department letter dated December 04, 2023 whereby one phase of meter was declared dead i.e. 33.3 % slowness.
- (iii) According to Clause-6.1.4 of CSM, Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies.
- (iv) In this regard, 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".*
- (v) It has been noted that LESCO observed slowness during the month of August, 2023 and afterwards continued billing on back-up meter. During the hearing the concerned XEN (Ops) also apprised that billing of the Complainant has been carried out on back-up meter w.e.f. August, 2023, however, LESCO officials did not feed MCO in record and meter No. was also not changed on electricity bills.
- (vi) In this way LESCO charged difference of reading of both meters accumulated since the date of energization of connection (since last 12 months). However, the Complainant can be charged slowness for a

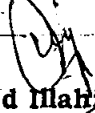
period of two months only prior to declaring the billing meter as backup meter i.e. in August, 2023 when LESCO observed slowness, charged difference of reading and converted the backup meter into billing meter.

5. Foregoing in view it is concluded that LESCO officials observed slowness during the month of August, 2023 and billing was shifted on backup meter accordingly. Therefore, LESCO is directed to revise the bill of the Complainant on the basis of 33.3% slowness for two months prior to August, 2023 in accordance with relevant provisions of Consumer Service Manual (CSM). Moreover, detection bill of 38080 units be withdrawn and already paid amount in this regards be adjust accordingly. Compliance report be submitted to this office within fifteen (15) days

5- مندرجہ بالا حقائق کے پیش نظر یہ اخذ کیا جاتا ہے کہ اگست 2023 میں میٹر کی سست روی کا معلوم ہونے پر لیسکو اہلکاروں نے شکایت کنندہ کی بیلنگ کو بیک اپ (back-up) میٹر پر شفٹ کر دیا تھا۔ لہذا نیپرا قوانین کی روشنی میں لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کا بل اگست 2023 سے دو ماہ قبل 33.3 فی صد سست روی کی بنیاد پر چارج کیا جائے اور اضافی چارج شدہ یونٹس (38080) کو ختم کیا جائے اور اس ضمن میں پہلے سے ادا شدہ اضافی رقم (اگر کوئی ہو) کو آئندہ جاری ہونے والے بلوں میں ایڈجسٹ کی جائے۔ مزید برآں شکایت کنندہ کا خراب میٹر فی الفور تبدیل کر کے بیلنگ کو نئے تبدیل شدہ میٹر پر شفٹ کیا جائے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔


(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, May 22, 2024

