



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**

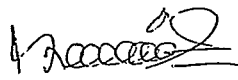
TCD 05/ 503 -2024
January 30, 2024

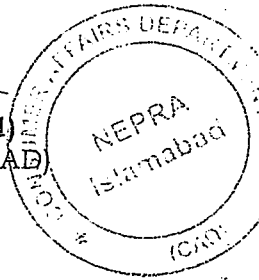
Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. AZRA AMIR,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING WRONG BILLING (A/C# 12 11221 7800623).
LESCO-LHR-29616-10-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal, dated January 30, 2024 regarding the subject matter for necessary action.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)



Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road,
Model Town, Lahore.
3. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
4. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
5. Ms. Azra Amir,
H. # 186, Block-B, PUEHS, Town-1,
Lahore. 0301-8698487



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-29616-10-23

Ms. Azra Amir,
House No. 186, Block-B,
PUEHS, Town-1, Lahore.

... Complainant

Versus

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

.... Respondent

Date of Hearing: October 13, 2023
January 02, 2022

On behalf of:
Complainant: Mr. Sajid Akram

Respondent: Rai Muhammad Asghar

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. AZRA AMIR, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (A/C# 12 11221 7800623).

Decision

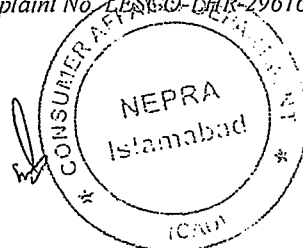
This decision shall dispose of the complaint filed by Ms. Azra Amir resident of House No. 186, Block-B, PUEHS, Town-1, Lahore (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a compliant wherein the Complainant submitted that she applied for a new connection during the month of May 21, 2021. Consequently, the meter was installed and consumption was started, however, LESCO did not issue bills despite requesting repeatedly by the consumer. Therefore, the Complainant approached NEPRA for redressal of her grievance. Meanwhile, LESCO issued first bill during the month of August, 2023 amounting to Rs. 620/- without mentioning any meter reading, however, during the month of September, 2023 a bill amounting to Rs. 498,478/- against consumption of 8207 units was issued with connection date as March 15, 2023 whereas the meter was installed one and half year ago. LESCO has charged consumption of previous period on current rate which is much higher as compared to cost of electricity during the period of one and a half years ago. Therefore, the Complainant has requested that LESCO may be directed to charge consumption on actual rates when meter was installed.

3. In order to proceed further, a hearing was held on October 13, 2023 which was attended by both the parties (LESCO and the Complainant's representative) wherein case was discussed in detail. Scrutiny of documents revealed that a demand

Decision – Ms. Azra Amir VS LESCO – Complaint No. LESCO-LHR-29616-10-23

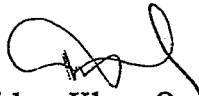
Page 1 of 2

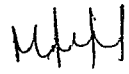



notice for a single phase domestic connection was issued on May 20, 2021 which was paid by the Complainant on May, 21, 2021. As per the Complainant, the meter was installed in January 2022.

4. According to the time frame for new connections given in NEPRA Performance Standards (Distribution) Rules-2005 read with Consumer Service Manual (CSM), DISCOs are required to provide electricity connection for load upto 15 kW within twenty (20) days after payment of demand notice. The demand notice was paid by the Complainant on May, 21, 2021. According to the provisions of law, the meter was required to be installed by June 10, 2021. The Complainant is of the view that the meter was installed in January 2022, however, LESCO has mentioned connection date as March 15, 2023 and first bill was issued to the Complainant in the month of August, 2023 and in the subsequent month i.e. August 2022, all the consumption was charged to the Complainant. LESCO officials did not provide any record to establish that the meter was installed in March, 2023. During the hearing held on January 02, 2024 LESCO officials submitted a corrected bill with arrears of Rs. 301,747/- by providing slab benefit to the Complainant w.e.f. January, 2022. However, the Complainant submitted that it is not possible to pay the arrears in full and requested for recovery in twenty four (24) installments.

5. Foregoing in view, LESCO is directed to recover the arrears amounting to Rs. 301,747/- in ten (10) equal installments alongwith current bills. Further proceedings in the matter are being closed by this office.


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


(Moqees-ul-Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor(CAD)


(Naweed Illahi Shaikh) 30/01/24
Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, January 30, 2024

