



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**

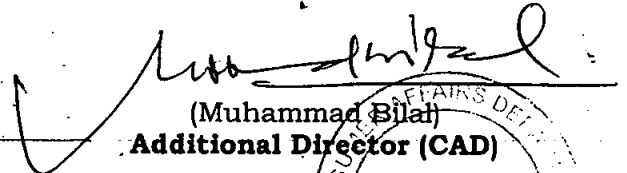
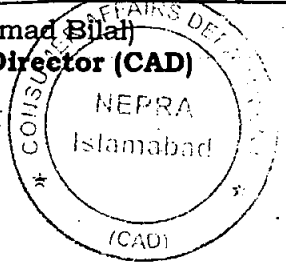
TCD.05/ 2501 -2024
May 30, 2024

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 QASIM MEHMOOD S/O TAJ DIN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 46 11151 0453003).**
LESCO-NHQ-32298-12-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated May 30, 2024, regarding the subject matter, for necessary action and compliance within fifteen (15) 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. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Muhammad Qasim Mehmood S/o Taj Din,
Mohallah Muslim Park, Sadat Colony, Band Road
Lahore.
0300-4237206



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

Complaint No. LESCO-NHQ-32298-12-23

Mr. Muhammad Qasim Mehmood S/o Taj Din,
Mohallah Muslim Park, Sadat Colony, Band Road
Lahore. Contact# 0300-4237206

.....Complainant

Versus

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

.....Respondent

Date of Hearing: February 21, 2024

On behalf of
Complainant: Mr. Usama Rehman Gill, AMO LESCO

Respondent: Mr. Muhammad Qasim

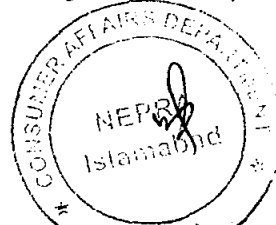
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD QASIM MEHMOOD S/O TAJ DIN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 46 11151 0453003).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Qasim Mehmood s/o Noor Muhammad (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "LESCO"), referred by Wafaqi Mohtasib (Ombudsman)'s Secretariat Regional Office Lahore 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 brief facts of the case are that the Complainant vide above referred complaint submitted that LESCO has charged excessive bill of Rs. 796082/- during the month of November, 2023 without any justification and therefore requested NEPRA to direct LESCO for withdrawal of the impugned bill. The matter was taken up with LESCO for comments/ report. In response LESCO vide report dated January 11, 2024 submitted that the energy meter of the Complainant was checked by M&T Team on November 27, 2023 during routine checking and found meter yellow phase dead stop. Therefore, LESCO charged a detection bill of 13993 units on 33.3 % slowness for the period from 05/2023 to 10/2023 (six months). LESCO also submitted that the Complainant is also using wrong tariff as the meter is being used for Madrisa/Masjid for which Domestic A-1 tariff should be applied, however, 03-Nos industrial connections are running at site.

Decision - Muhammad Qasim Mehmood VS. LESCO (LESCO-NHQ-32298-12-23)

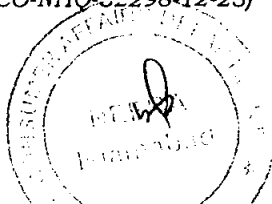


3. In order to finalize the matter, a hearing was held on February 21, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. LESCO & the Complainant wherein arguments were advanced by the parties. LESCO officials apprised that detection bill charged to the Complainant is justified and payable by the Complainant. The Complainant submitted that all bills issued by LESCO have been cleared/paid within due date. Moreover, the adjacent building was demolished where two industrial connections existed and the plot was donated for the Madrassa and the existing connections became part and parcel of Masjid & Madrassa during the extension of Masjid & Madrassa on the basis of donation of industrial property on the name of Masjid & Madrassa. During the visit of M&T Team, LESCO officials informed regarding misuse of tariff. Later on the Complainant requested to LESCO officials to apply correct tariff, however, LESCO officials informed that necessary action will be taken after final decision of the case by NEPRA.

5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:


- (i) The Complainant is a consumer of LESCO with sanctioned load of 4 kW under industrial B-1b (07) tariff running with reference No. 46-11151-0453003U. The premises of the Complainant was checked by M&T Team on November 27, 2023 whereby yellow phase of the meter was found dead. Accordingly, LESCO issue a detection bill of 13993 units on the basis of 33.3% slowness for a period of six months May, 2023 to October, 2023 under industrial tariff whereas the supply is being used for Masjid and Madrassa. Previously, industrial connection existed at the said location however, the industrial premises was donated for the Madrassa which became part of the Madrassa. According to tariff terms & conditions, domestic tariff (A1) is applicable on the places of worship. In the instant case the Complainant should have approached LESCO for correction of tariff however the same was not done. On the other hand LESCO also failed to take appropriate steps for application of correct tariff at the premises after completion of codal formalities.
- (ii) According to Clause 4.3.3 of the Consumer Service Manual (CSM) if slowness of meter is established charging of a bill for the quantum of energy lost if any shall not be more than two billing cycles. Moreover, multiplying factor will be enhanced for charging of actual consumption till replacement of the defective meter, however, LESCO charged detection bill for the period of six (06) months in violation of above mentioned provisions of Consumer Service Manual (CSM).
- (iii) Moreover, Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. There is no allegation against the Complainant for involvement in theft of electricity/tampering of energy meter.

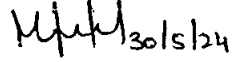
6. Foregoing in view, LESCO is directed to revise the supplementary bill from six (06) months to two (02) previous months prior to date of checking of meter i.e.




November 27, 2023 on the basis of 33.3% slowness. Moreover, multiplying factor be enhanced after date of checking of meter i.e. November 27, 2023 till replacement of meter. LESCO is further directed to replace the impugned meter and apply correct tariff immediately after completion of codal formalities. Compliance report be submitted within fifteen (15) days.

6۔ مندرجہ بالا حقائق کے تناظر میں، لیسکو کو ہدایت کی جاتی ہے کہ وہ ست روپی کی بنیاد پر جاری کیے گئے 13993 یونٹس کے جرمانے کے بل کو چھ (06) ماہ کی بجائے دو (02) ماہ میں تبدیل کرے (میٹر کی جانچ سے پہلے کے دو ماہ)۔ میٹر کی جانچ کی تاریخ یعنی 27 نومبر 2023 کے بعد میٹر کی تبدیلی تک اسی کے مطابق جزوی ضربی کو بڑھایا جائے۔ خراب میٹر کو فوراً تبدیل کرے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔


(Lashkar Khan Qambrani)
Member Complaints Resolution Committee/
Director (CAD)


(Moqeesm Ul Hassan)
Member Complaints Resolution Committee
/Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 30, 2024

