



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**

2702
TCD.05/-2024
June 12, 2024

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

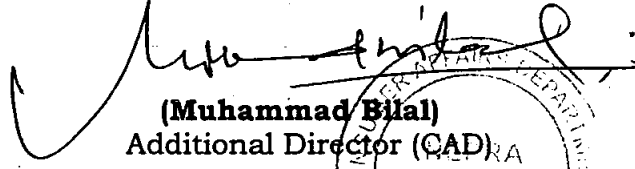
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAMI AHMAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF#46 11155 0286201 U)
LESCO-LHR-35609-03-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated June 12, 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 1st Circle LESCO,
132 kv Suggian Grid Station,
Abdul Qadir Jilani Road, Lahore.
5. XEN Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah,
Near Butt Sweets, Lahore.
6. Mr. Sami Ahmad S/O Muhammad Imtiaz
R/O House No. 1, Street No. 12, Aziz Road,
Wasanpura, Lahore.
Cell#0312-4855161, 0321-4124538


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

[Please follow up with LESCO]



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-35609-03-24

Mr. Sami Ahmad,
R/O House No. 1, Street No. 12, Aziz Road, Wasanpura, Lahore.
Cell#0312-4855161, 0321-4124538

..... Complainant

Versus

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

..... Respondent

Date of Hearing: March 21, 2024

On behalf of:
Complainant: Mr. Sami Ahmed

Respondent: Mr. Mazhar Javaid, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAMI AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11155 0286201 U)

DECISION

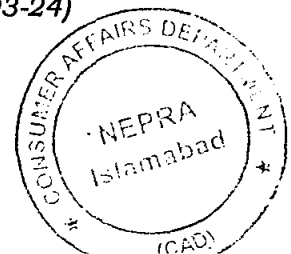
This decision shall dispose of the complaint filed by Mr. Sami Ahmad (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 has been charging excessive bills since long and a detection bill has also been charged by LESCO during the month of December, 2023. The Complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of the bill and withdrawal of detection bill. The matter was taken up with LESCO for submission of report, however, LESCO failed to submit report. In order to proceed further, a hearing was held on March 21, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the parties advanced arguments based on their earlier submissions.

3. 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:

Page 1 of 3

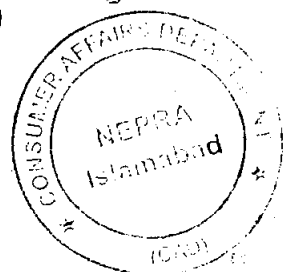
Decision of NEPRA CRC: Sami Ahmad vs LESCO (LESCO-LHR-35609-03-24)



- (i) The connection under reference No. 46 11155 0286201 U is installed in the name of Mr. Jamshaid Iqbal, with B1b (09)T tariff having 11 kW sanctioned load. During the hearing, LESCO official submitted report as per which, the site was checked by the M&T Department on December 04, 2023, and the consumer's meter's yellow phase was found dead. Subsequently, the Complainant was charged with a detection bill of 9455 units by LESCO, on the basis of connected load (i.e., 11 kW), during the month of December, 2023, for the period of three (03) months w.e.f. September, 2023 to November, 2023.
- (ii) The Complainant was charged upto 126294 kWh, Off-peak & 4171 kWh, peak reading index upto the month of November, 2023 whereas the actual meter reading as per snap taken on December 04, 2023 was 58360 kWh, Off-peak & 4171 kWh, peak which shows that the Complainant was charged 67934 kWh (Off-peak) units excessively. Meanwhile, the connection of the Complainant was disconnected by LESCO during the month of January, 2024 due to non-payment of excessively charged bills.
- (iii) Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Complainant is 11 kW, therefore, Meter Reader and the Meter Reading Section Supervisor/LS are responsible for meter reading and percentage checking respectively. In the instant case meter reader provided visible snaps of meter reading, however, excessive billing was made during the process of data entry. Sub Divisional Officer (SDO/AMO) and Meter Reading Section Supervisor/LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter reading snaps, therefore, the Complainant was charged excessive billing for off-peak hours due to sheer negligence of meter reading section supervisor/LS and concerned SDO/ AMO.
- (iv) There are no allegations against the Complainant for involvement of theft of electricity. Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual provides that "In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. 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".

4. Foregoing in view, LESCO is directed to correct bill of the Complainant in accordance with actual meter reading at site and applicable FPA/LPS be also adjusted accordingly. Moreover, the detection bill of 9455 units charged to the Complainant on the basis of connected load (i.e., 11 kW), during the month of December, 2023, for a period of three (03) months w.e.f. September, 2023 to November, 2023 be withdrawn and a supplementary bill be charged on the basis of 33.3% slowness for two months prior to checking of the meter in accordance with relevant provisions of Consumers Service Manual (CSM). Multiplying factor be enhanced till replacement of impugned meter. Moreover disciplinary action be initiated against Meter Reading Section Supervisor/LS and concerned SDO for negligence under LESCO service rules for posting wrong reading. Compliance report be submitted within fifteen (15) days.

4- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے بل کی تصحیح کی جائے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کیا جائے مزید برآں شکایت کنندہ کو ماہ دسمبر 2023 میں موجودہ لوڈ (11 kW) پر تین



مہینوں کے لیے جاری کیا گیا 9455 یونٹس کا سپلیمنٹری بل ختم کر کے نیپرا قوانین کی روشنی میں چیکنگ سے دو ماہ قبل کے لیے 33.3 فیصد سست روی (slowness) کی بنیاد پر سپلیمنٹری بل چارج کی جائے اور میٹر تبدیل ہونے تک اسی کے مطابق جزوی ضرر کو بڑھایا جائے۔ مزید برآں، لا پرواہی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائزر / لائن سپرٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی 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)

(Moqees Ul Hassan)

Member Complaints Resolution Committee
/Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 12, 2024

