



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.

Phone: 042-99333931

Consumer Affairs Department

POL.05/262-2025
January 08, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMIR ZAHOOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#11 11563 8679200)**
Case No. LESCO-LHR-36620-04-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated January 08, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Defense East Division, LESCO
425-EE, DHA Ghazi Road, Lahore.
5. Mr. Amir Zahoor
R/O Shop No. 9, Ground Floor Block East Sector C, Askari 11
Bedian Road, Lahore
Cell#0322-4405728



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

Complaint No. LESCO-LHR-36620-04-24

Mr. Amir Zahoor,

R/O Shop No. 9, Ground Floor Block East Sector C, Askari 11
Bedian Road, Lahore
Cell#0322-4405728

Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

Respondent

Date of Hearing: December 02, 2024

On behalf of:

Complainant: Mr. Amir Zahoor (Online attended)

Respondent: Mr. Sajid Hussain, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMIR ZAHOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#11 11563 8679200)

DECISION

This decision shall dispose of the complaint filed by Mr. Amir Zahoor (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 an adjustment in the bill amounting to Rs. 35492.37 based on data downloading of impugned replaced meter. The Complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for redressal of his grievance.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that meter of the Complainant became defective and was replaced on October 28, 2022. The replaced impugned meter was sent to M&T lab for data downloading retrieval. The M&T reported on September 23, 2023 that 657 units found to be chargeable to the Complainant as the final reading retrieved was 2714 kWh, while already charged reading was 2057 kWh. Subsequently, the Complainant was charged with 657 units in October 2023.

4. In order to probe further into the matter, a hearing was held on December 02, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended only by the Complainant, while the LESCO failed to attend the same.

5. 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 and one connection installed in the name of DAD (EXT-SVCS) with reference no. 11 11563 8679200 under A-2a(04) tariff.. During the hearing, it was revealed that meter of the Complainant became defective and was replaced on October 28, 2022 by LESCO. The replaced impugned meter was sent to the M&T lab for data downloading retrieval. The M&T reported on September 23, 2023 that 657 units found to be chargeable to the Complainant as the final reading retrieved was 2714 kWh, while already charged reading was 2057 kWh. Subsequently, the Complainant was charged with 657 units in October 2023 to recover the loss sustained by LESCO.
- ii. A detailed analysis and thorough review of the record revealed that meter of the Complainant was replaced in October 2022 and retrieved units (i.e., 657 units) based on data downloading/retrieval report were charged to the Complainant in October 2023, after 12 months, in violation of Consumer Service Manual (CSM). Therefore, the bill of 657 units, charged to the Complainant in October 2023 based on data downloading/retrieval report is unjustified and the same is required to be withdrawn by LESCO.

6. In this regard, clause 4.3.2 (d) of CSM provides 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".

7. مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکایت کنندہ کا میٹر اکتوبر 2022 میں تبدیل کیا گیا جبکہ لیسکو نے ایم اینڈ ٹی ڈیپارٹمنٹ کی رپورٹ کی روشنی میں اکتوبر 2023 میں (تقریباً بارہ ماہ بعد) شکایت کنندہ کو 657 یونٹس کا بل چارج کیا جو کہ کنزیومر سروس میننول (CSM) کی متعلقہ شقوں کی صریحاً خلاف ورزی ہے۔ لہذا لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو چارج کیا گیا 657 یونٹس کا بل ختم کرے۔ مزید برآں، چارج کیے گئے FPA/LPS کو بھی ایڈجسٹ کرے۔ فرج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروانی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, January 08, 2024