



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.05/5617-2024
November 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM MUSTAFA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45 11737 0945319 R)**
Case No. LESCO-LHR-40526-07-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated November 29, 2024 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. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Chunian, LESCO
WAPDA Colony, Changa Manga Lahore, Chunian.
5. Mr. Ghulam Mustafa
R/O Naii Abadi, Rajowal.
Cell#0300-4030418





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

Complaint No. LESCO-LHR-40526-07-24

Mr. Ghulam Mustafa,
R/O Nahi Abadi, Rajawal.
Cell#0300-4030418

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: August 22, 2024

On behalf of:

Complainant: Mr. Ghulam Mustafa

Respondent: Mr. Adeem Ur Rehman, RO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM MUSTAFA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45 11737 0945319 R)**

DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Mustafa (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 the complaint submitted that LESCO has charged him a detection bill amounting to Rs. 173990/- during the month of June 2024 based on defective meter. 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 parawise comments/report. In order to probe further into the matter, a hearing was held on August 22, 2024 at NEPRA Provincial Office, Lahore, which was attended by representatives of both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, LESCO reported that the meter of the Complainant was checked on May 11, 2024, by M&T and operations team of LESCO and found a discrepancy of one phase (R) dead stop. Subsequently, a detection bill of 4509 units was charged to the Complainant for the period of six months, w.e.f. December 2023 to May 2024, based on the 33% slowness to recover the loss sustained by LESCO. The defective meter was replaced in June 2024.

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 an agricultural consumer of LESCO and the connection installed in the name of Mr. Muhammad Zain Ul Abidin with reference number 45 11737 0945319 under the D-2b(50) tariff. During the hearing, LESCO officials apprised that the meter of the Complainant was checked on May 11, 2024, by M&T and Operations team of LESCO and found one phase (R) dead stop. Subsequently, a detection bill of 4509 units was charged to the Complainant for the period of six months, w.e.f. December 2023 to May 2024, based on 33% slowness to recover the loss sustained by LESCO. The defective meter was replaced in June 2024. The detection bill seems excessive, as it was charged for an extended period of six months in violation of the NEPRA Consumer Service Manual (CSM). Therefore, it needs to be revised on two months (i.e., April and May 2024) instead of six month in accordance with the NEPRA (CSM).

5. Relevant 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".

6- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ؛

(الف) نیپرا قوانین کی روشنی میں شکایت کنندہ کو ماہ جون 2024 میں چھ ماہ کے لیے چارج کیا گیا 4509 یونٹس کا ڈیٹیکشن بل ختم کیا جائے اور صرف دو ماہ (اپریل اور مئی 2024) کے لیے 33 فیصد سست روی (Slowness) چارج کی جائے۔

(ب) درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)



Lahore, November 29, 2024