



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/ 295 -2025
January 20, 2025

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

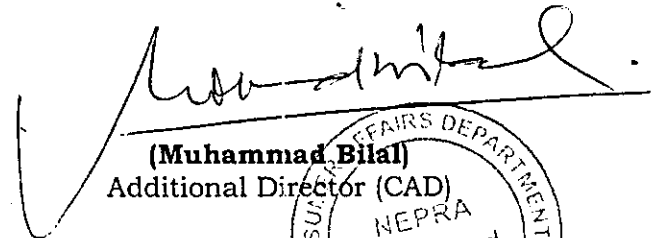
Subject: **DECISION IN COMPLIANCE WITH THE ORDER OF THE HONORABLE
LAHORE HIGH COURT, LAHORE IN WRIT PETITION NO. 71072/2024: FIDA
HUSSAIN ASAD VS. FOP, NEPRA, & LESCO (ACCOUNT NO: 45-11736-
1862100 [NEW], 19-11736-1862100 [OLD]; LESCO-NHQ-47047-11-24]**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated January 20, 2025, 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. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
4. Mr Fida Hussain Asad S/o Muhammad Yasin Hashmi,
Mandi Kangan Pur,
Near Mirza Computer & Composing Center,
Main Bazar, Kangan Pur, Tehsil Chunion,
District Kasur.
Cell# 0300-4551741


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



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

Complaint No. LESCO-NHQ-47047-11-24

Mr. Fida Hussain,
R/O Mandi Kangan Pur,
Near Mirza Computer & Composing Center,
Main Bazar, Kangan Pur, Tehsil Chunian,
District Kasur.

..... Complainant

Versus

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

..... Respondent

Date of Hearing: December 17, 2024

On behalf of:

Complainant: Mr. Fida Hussain

Respondent: Mr. Faizan Qadir, XEN, LESCO
Mr. Sajid Hussain, RO, LESCO

Subject: DECISION IN COMPLIANCE WITH THE ORDER OF THE HONORABLE LAHORE HIGH COURT, LAHORE IN WRIT PETITION NO. 71072/2024: FIDA HUSSAIN ASAD VS. FOP, NEPRA, & LESCO (ACCOUNT NO: 45-11736-1862100 [NEW], 19-11736-1862100 [OLD]; LESCO-NHQ-47047-11-24)

DECISION

This decision shall dispose of the complaint filed by Mr. Fida Hussain (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 an Order of Honorable Lahore High Court, Lahore dated November 13, 2024 in Writ Petition No. 71072/2024 in the matter of Mr. Fida Hussain Asad S/o Muhammad Yasin Hashmi, Mandi Kangan Pur, Near Mirza Computer & Composing Center, Main Bazar, Kangan Pur, Tehsil Chunian District Kasur, whereby it has directed NEPRA to pass a decision in the subject matter within a period of fortnight.

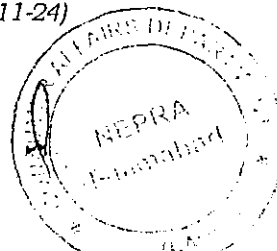
3. The Complainant in his complaint submitted that LESCO has charged him illegal excessive bill amounting to Rs. 3,85,000/- in August 2024 based on meter's defectiveness. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached the Court whereby the matter was referred to NEPRA.

4. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that meter of the Complainant was checked by M&T on July 15, 2024, and found its one phase (Red) dead stop. Subsequently, the Complainant was charged with a detection bill of 10047 units in August 2024 based on 33.3% slowness for the period of six months w.e.f. January 2024 to June 2024 to recover the loss sustained by LESCO. The defective meter was replaced in July 2024.

5. In order to probe further into the matter, a hearing was held on December 17, 2024 at NEPRA Headquarter Islamabad, which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

6. 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, having connection installed in the name of Mr. Imran Ali Hashmi, with reference number 45-11736-1862100,



under the D2 tariff. During the hearing, it was revealed that the Complainant's meter became defective in the month of July, 2024 and the same was replaced within the same month. The impugned meter was sent to M&T Lab for further inspection. The M&T checked the meter in July 15, 2024 and found its one phase (Red) dead stop. Subsequently, the Complainant was charged with a detection bill of 10047 units in August 2024 based on 33.3% slowness for the period of six months w.e.f. January 2024 to June 2024.

- (ii) Furthermore, the Complainant apprised that he has been charged with excessive billing by LESCO since long which was later corrected by crediting 16764 units to the Complainant's account in March 2024 by LESCO.
- (iii) There are no allegations against the Complainant for tampering of energy meter. The Complainant was also being charged with random units i.e. not as per meter reading snaps, on monthly basis since many months. Clause 6.1.4 of Consumer Service Manual (CSM) provides that Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. No such discrepancy was pointed out by LESCO.
- (iv) The detection bill charged to the Complainant is on higher side as it was charged for extended period of six months in violation of Consumer Service Manual (CSM).

7. Relevant Clauses of CSM elaborate that;

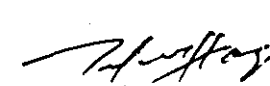
- 4.3.3 (c) i. "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation".
- 4.3.3 (c) ii. "Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles".


8. The impugned meter was installed in June, 2023. No proper billing was carried out as per actual consumption, however, the total meter reading of the impugned meter was 14262 kWh with average of 1188 units per month at the time of checking which was confirmed and duly verified by LESCO officials during the hearing. Therefore, the impugned bill of 10047 units charged to the Complainant based on 33.3% slowness for the period of six months is required to be revised from six (06) months to two (02) months in accordance with the relevant clauses of CSM.

9. Foregoing in view, LESCO is directed to revise the bill of the complainant for two months prior to date of checking on the basis of 33.3% slowness and to enhance multiplying factor till the replacement of meter in the light of provisions of Consumer Service Manual (CSM) Compliance report be submitted to this office within fifteen (15) days.

9. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ جانچ پڑتال کی تاریخ سے دو ماہ قبل شکایت کنندہ کے بل پر 33.3 فیصد سست روی کی بنیاد پر بل جاری کرے اور کٹزیو مرسوس مینوکل (CSM) کی روشنی میں میٹر کی تبدیلی تک جزو ضربی کے عنصر کو بڑھائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر اس دفتر میں جمع کرائی جائے۔


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


(Muhammad Irfan-ul-Haq)
Member Complaints Resolution Committee/
Assistant Legal Advisor


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

Islamabad, January 21, 2025

