



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**

TCD.05/ ⁵⁷¹⁷ -2024
December 26, 2024

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

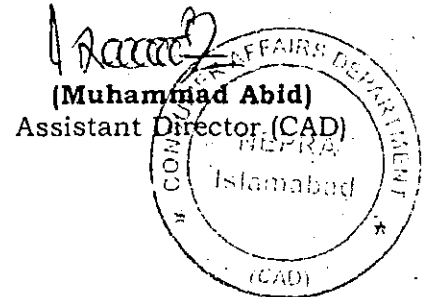
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NABIL AYOUB S/O MUHAMMAD AYOUB KHAN DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#02 11531 132300 R) LESCO-LHR-35829-03-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated December 26, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Assistant Director, NEPRA Regional Office,
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 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
5. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat,
Near PEL Factory, Lahore.
6. Mr. Muhammad Nabeel Ayoub S/O Muhammad Ayoub Khan
R/O House No. 311, Block B, Gawala Colony,
Rakh Chand Rai, District Kasur.
Cell# 0323-4604612





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

Complaint No. LESCO-LHR-35829-03-24

Mr. Muhammad Nabil Ayoub,
R/O House No. 311, Block B, Gawala Colony,
Rakh Chand Rai, District Kasur.
Cell# 0323-4604612

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 04, 2024

On behalf of:

Complainant: Mr. Muhammad Nabil

Respondent: Mr. Suneel Sabir, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NABIL AYOUN S/O MUHAMMAD AYOUN KHAN DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#02 11531 132300 R)

DECISION

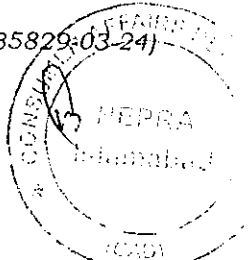
This decision shall dispose of the complaint filed by Mr. Muhammad Nabil (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO has wrongly charged him detection bill amounting to Rs. 930674/- during the month of February 2024. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit report despite lapse of a considerable time period.

3. In order to probe further into the matter, a hearing was held on July 04, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both parties who advanced their arguments based on their earlier submissions.

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 a domestic consumer of LESCO, having a connection installed in the name of Mr. Muhammad Ayoub Khan Masal Khan with reference no. 02 11531 132300 under A-1a(01) tariff. During the hearing, LESCO reported that the Complainant's meter became defective and was replaced in June 2023. The replaced meter was sent to the M&T Lab for data downloading/retrieval. According to the M&T report, 18126 units were found chargeable to the complainant. Subsequently, the Complainant was charged with retrieved units



(i.e., 18126 units) by LESCO in February 2024 based on data downloading/retrieval report. However, the Complainant disputed the LESCO's report, stating that his consumption is very low that is duly verified by the consumption history.

- ii. LESCO has admitted in its report dated July 04, 2024 that the Complainant's meter got overshoot in May 2023. The overshooting of meter resulted in a triggered and higher consumption of 18,126 units.
- iii. The Complainant's previous billing history indicates a consistently lower consumption pattern, which supports the Complainant's claim that he could not have consumed such a high number of units.
- iv. Clause 4.3.2 (d) of Consumer Service Manual (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 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". In the instant case, the Complainant has been charged with retrieved units (i.e., 18,126 units) after a lapse of considerable time period i.e., eight (8) months after the meter's replacement, in due violation of CSM. Therefore, the bill of 18,126 units charged to the Complainant in February 2024, on the basis of data downloading/retrieval report is unjustified and the same is required to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw 18126 units, charged in violation of Clause 4.3.2 (d) during February 2024 on the basis of data downloading/retrieval report of the impugned meter. Necessary adjustments be made on account of LPS/FPA etc (if any).

7- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ کنزیومر سروس مینسٹری کی شق (d) 4.3.2 کو مد نظر رکھتے ہوئے شکایت کنندہ کو ماہ فروری 2024 میں چارج کیے گئے 18126 یونٹس کا بل ختم کرے اور اس مدت میں چارج کیے گئے LPS/FPA (اگر کوئی ہے تو) کو بھی منہی کر دیا جائے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔

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

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

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

Islamabad, December 26, 2024

