



# 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

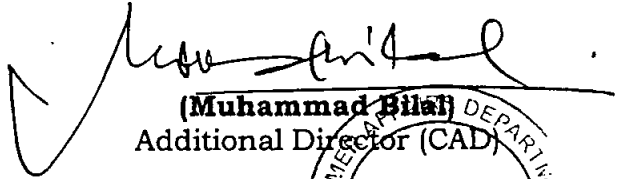
TCD.05/ 1767 -2023  
May 15, 2023

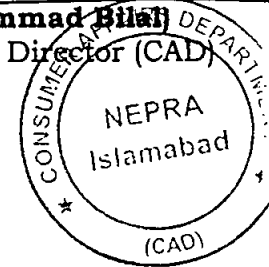
Chief Executive Officer,  
Lahore Electric Supply Company (LESCO),  
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALAM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & REPLACEMENT OF DEFECTIVE METER (REF# 09 11515 1125000 U).**  
**Case No. LESCO-LHR-18344-11-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated May 11, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Bilal)  
Additional Director (CAD)



Copy to:

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),  
NEPRA Provincial Office, 1st Floor, Link Arcade,  
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Mr. Tahir Mehmood Nadeem,  
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Alam Khan S/o Muhammad Gull  
R/O 11-P, Gulberg, Lahore.  
0340-9898989



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

**Complaint No. LESCO-LHR-18344-11-22**

**Mr. Alam Khan S/o Muhammad Gull**  
R/O 11-P, Gulberg, Lahore. Cell# 0340-9898989

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** February 02, 2023

**On behalf of:**

**Complainant:** Mr. Alam Khan S/o Muhammad Gull

**Respondent:** Mr. Faiz Muhammad, Addl. XEN  
Mr. Bilal Aslam, RO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALAM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & REPLACEMENT OF DEFECTIVE METER (REF# 09 11515 1125000 U)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Alam Khan (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").

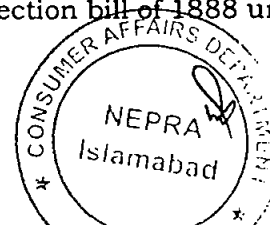
2. The Complainant apprised that LESCO declared the meter of the Complainant defective (i.e. phase dead) and charged him detection bill along with excessive bill amounting to Rs. 152,834/- in the month of November 2022. The complainant approached LESCO but his grievance was not redressed. Subsequently, 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 response, LESCO reported that the Complainant's meter was checked by M&T and was found defective (i.e. yellow phase dead stop i.e. 33% slowness) and the Complainant was charged detection bill of 1888 units during the month of November 2022 for the period of September & October 2022 on the basis of connected load (i.e. 4.5 kW + 2 ACs of 1.5 ton each).

4. In order to probe further into the matter, hearing was held on February 02, 2023 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

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's meter was found defective (i.e. yellow phase dead stop i.e. 33% slow) and the Complainant was charged detection bill of 1888 units for the

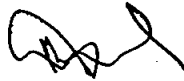


months of September & October, 2022 on the basis of connected load (i.e. 4.5 kW + 2 ACs of 1.5 ton each). Additionally, the Complainant was also charged average bills for the months of November & December, 2022 according to average billing formula. The meter was replaced in the month of January 2023.

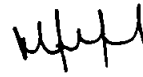
- (ii) There are no allegation against the complainant for involvement in theft of electricity.
- (iii) Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual (CSM) provides that "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement 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.

6. Foregoing in view, LESCO is directed to charge slowness (i.e. 33%) for two previous months (i.e. September & October 2022) to recover the loss sustained due to slowness instead of charging detection bill on the basis of load. Moreover, enhanced multiplying factor be applied for the months of November & December, 2022.


7. Compliance report be submitted within fifteen (15) days.

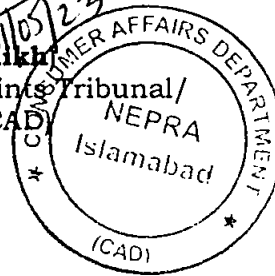


**(Lashkar Khan Qambrani)**  
Member (Consumer Complaints Tribunal)/  
Director (CAD)



**(Moqees ul Hassan)**  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

  
**(Naveed Mahi Shaikh)**  
Convener Consumer Complaints Tribunal/  
Director General (CAD)



Islamabad, May 11, 2023