



National Electric Power Regulatory Authority
NEPRA Tower
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

2639
TCD 01/ -2023
June 26, 2023

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

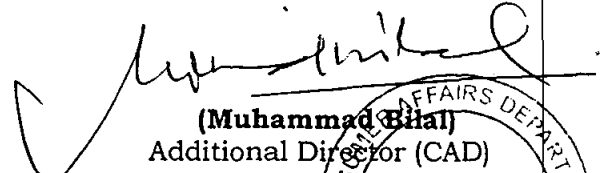
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD AKHTAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 14 11535 1660263 U)**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated June 26, 2023 (01 Page) regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. C.E./Customer Services Director
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.
2. Mr. Muhammad Akhtar
Mohallah Mewati, Kahna,
0302-4297138


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



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

Complaint No. LESCO-LHR-22409-05-23

Mr. Muhammad Akhtar,
R/O Mohallah Mewati, Kahna.
0302-4297138

..... Complainant

Versus

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

..... Respondent

Date of Hearing: June 08, 2023,

On behalf of:

Complainant: Mr. Safdar Ali

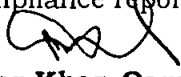
Respondent: Mr. Sana Muhammad XEN (KLP), LESCO

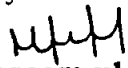
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UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF#14 11535 1660263 U)**


This decision shall dispose of the complaint filed by Mr. Muhammad Akhtar (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 a complaint against LESCO wherein it was submitted that LESCO has charged excessive bills to the Complainant as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on June 8, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that LESCO has been charging excessive bills to the Complainant and in this regard it was also noted that the Complainant was charged upto 780 kWh reading index upto the month of May, 2023 whereas the actual meter reading as per snap of May 2023 was 130 kWh, which shows that the Complainant was charged 650 units excessively. Clause 6.1.2 and Clause 6.2.1 of Consumer Service Manual (CSM) provides that Meter Reader and Line Superintendent are responsible for meter reading of such consumers and percentage checking respectively. Due to sheer negligence of concerned Meter Reader and Line Superintendent, the Complainant was charged with excessive billing.

3. Foregoing in view, LESCO is directed to revise the bill of the Complainant as per actual meter reading snap by next billing cycle and adjust FPA & LPS accordingly. Moreover, appropriate proceedings as per LESCO Rules & Regulations be initiated against the concerned Meter Reader and Line Superintendent for negligently charging excessive bills to the Complainant. 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)


(Naweed Hlali Shaikh)
Convener Consumer Complaints Tribunal
Director General (CAD)

Islamabad, June 26, 2023

