



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

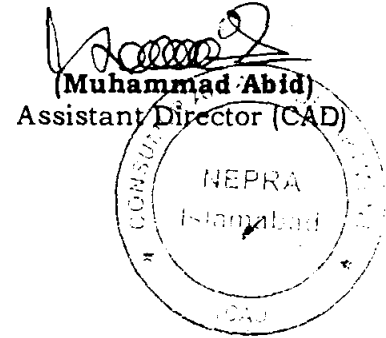
TCD.05/ 4881 -2023
October 24, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KASHIF MAQSOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11746 0683100 R) Case No. LESCO-LHR-21091-04-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated October 24, 2023 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. 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. Ms. Masooma Adil,
Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
5. XEN Phool Nagar Division, LESCO
WAPDA Colony Phool Nagar.
6. Mr. Muhammad Kashif Maqsood
S/O Chaudhary Maqsood Ali,
R/O Ward No. 7, Shahkot, District Nankana Sahib.
Cell#0333-8313183



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-21091-04-23

Mr. Muhammad Kashif Maqsood,
R/O Ward No. 7, Shahkot, District Nankana Sahib.
Cell#0333-8313183

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: October 23, 2023,

On behalf of:

Complainant: Khsif Maqsood

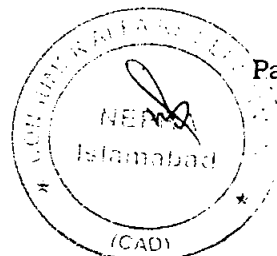
Respondent: Haroon Ahmad, RO (Phool Nagar), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KASHIF MAQSOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11746 0683100 R)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Kashif Maqsood R/O Ward No. 7, Shahkot, District Nankana Sahib (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 submitted that LESCO has charged excessive units as compared to actual meter reading. Accordingly, the matter was taken up with LESCO and a hearing was held on October 23, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the Complainant was charged upto 47045 kWh, Off-peak & 2420 kWh, Peak reading index upto the month of September, 2023, whereas, the actual meter reading as per snap was 21548 kWh Off-peak & 2420 kWh Peak which shows that the Complainant was charged 25497 Off-peak units excessively. Sanctioned Load of the Consumer is 7.46 kW. Clause 6.1.2 and Clause 6.2.1 of Consumer Service Manual (CSM) provides that Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage



checking respectively. The Complainant was charged excessive billing due to sheer negligence of concerned Meter Reader and Line Superintendent.

3۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کا بل اصل میٹر ریڈنگ کے مطابق درست کرے۔ مزید برآں، لاہروانی برتنے پر متعلقہ میٹر ریڈر اور لائن سپرٹنڈنٹ کے خلاف حکمانہ کارروائی عمل میں لائی جائے۔ درج بالا احکامات پر عمل کر کے قبیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



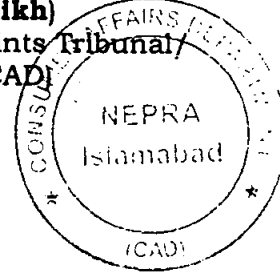
(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (Consumer Affairs)



(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal
Assistant Legal Advisor



(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, October 24, 2023