



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

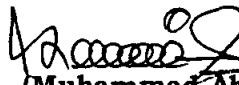
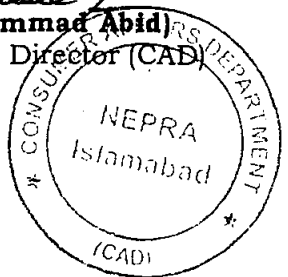
TCD.05/ 5047 -2023
November 02, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHBAZ ALI MALIK
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
EXCESSIVE BILLING (REF#24 11262 9000710 U)
Case No. LESCO-LHR-22391-05-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated November 02, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)


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. Mrs. Masooma Adil,
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 Shahpur Division, LESCO
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
6. Mr. Shahbaz Ali Malik S/O Muhammad Shafi Malik,
R/O 7-Nayab Street, Ahmadpura Kachi Kothi,
Raiwind Road, Lahore.
Cell#0320-4041165



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

Complaint No. LESCO-LHR-22391-05-23

Mr. Shahbaz Ali Malik,
R/O 7-Nayab Street, Ahmadpura Kachi Kothi,
Raiwind Road, Lahore.
Cell#0320-4041165

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearings: July 07, 2023

On behalf of Mr. Tahir Jamil
Complainant:

Respondent: Mr. Muhammad Usman Ali, Manager E&I, LESCO
Mr. Waseem Abbas, SDO, LESCO

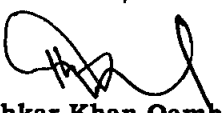
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHBAZ ALI MALIK
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
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EXCESSIVE BILLING (REF#24 11262 9000710 U)**


DECISION


This decision shall dispose of the complaint filed by Mr. Ahsan Ilahi (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 charged excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on July 07, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the case was discussed in detail. During the hearing, it was revealed that consumer was charged last reading upto 19698 kWh Off-peak & 8165 kWh Peak reading index upto the month of June, 2023 whereas the actual meter reading at site according to snaps provided by consumer dated June 19, 2023 was 18972 kWh Off-peak & 8179 kWh Peak, which shows that the Complainant was charged 58080 Off-peak units [726*80 (MF)] excessively. Furthermore, snap of the meter reading is not being printed on bill of the Complainant. Sanctioned load of the consumer is 180 kW. Clause 6.1.1 provides that meter reading of all the consumers of DISCO is carried out on a routine basis each month to record the consumption of energy consumed by each consumer during a given period (billing cycle/billing month). Clause 6.1.2 and Clause 6.2.4 of Consumer Service Manual (CSM) provides that SDO and XEN are responsible for meter reading of such consumers and percentage checking respectively. Due to sheer negligence of concerned SDO and XEN; the Complainant was charged excessive billing.

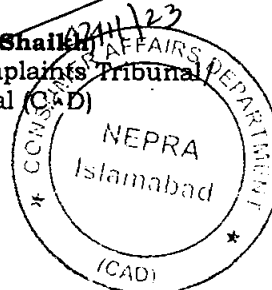
3. Foregoing in view, LESCO is directed to revise the bill of the consumer as per meter reading snap and ensure printing of meter reading snap on bills. Moreover, disciplinary action be taken against concerned SDO/ XEN for negligence and compliance report be submitted within fifteen (15) days.


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


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


(Naweed Ilahi Shalikh)
Convener Consumer Complaints Tribunal
Director General (CAD)

Islamabad, November 02, 2023



Page No. 1 of 1