



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

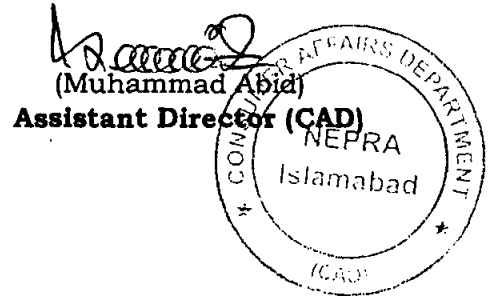
TCD.05/ 5133 -2023
November 7, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY RAO MUHAMMAD NASIR JAMIL S/O RAO MUHAMMAD JAMIL KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11164 0023717 U). LESCO-LHR-16954-10-22**

Please find enclosed herewith the decision of NEPRA Complaints Tribunal dated November 07, 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. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
4. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
5. Rao Muhammad Nasir Jamil S/O
Rao Muhammad Jamil Khan,
R/O Chak No. 23, Ada Dhamky,
Tehsil Sharqpur, District Sheikhpura.

Please follow-up with LESCO
for submission of compliance
report.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-16954-10-22

Rao Muhammad Nasir Jamil
S/o Rao Muhammad Jamil Khan,
R/O Chak No. 23, Ada Dhamky,
Tehsil Sharqpur, District Sheikhpura.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 09, 2023

On behalf of:

Complainant: Mr. Rao Muhammad Nasir Jamil

Respondent:

Mr. Saddat, XEN (Kot Abdul Malik), LESCO

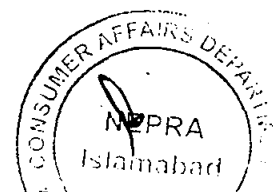
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY RAO MUHAMMAD NASIR JAMIL S/O RAO MUHAMMAD JAMIL KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11164 0023717 U)

This decision shall dispose of the complaint filed by Rao Muhammad Nasir Jamil S/O Rao Muhammad Jamil Khan (hereinafter referred to 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 charged excessive bills to him as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on June 09, 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 revealed that consumer was being charged with excessive billing since long. The consumer was charged upto 122588 kWh Off-peak & 7015 kWh Peak reading upto the month of May 2023 whereas the actual meter reading as per snap of June 2023 provided by the consumer was 55054 kWh Off-peak & 6792 kWh Peak as per which the consumer was charged 67534 Off-peak units & 223 Peak units excessively. LESCO officials during the hearing admitted issuance of excessive bills. Sanctioned load of the consumer is 15 kW. Clause 6.1.1 of Consumer Service Manual (CSM) provides that meter reading of all the consumers of DISCO is carried out on a routine basis each month to record the cycle/billing month). Clause 6.1.2 and Clause 6.2.1 of Consumer Service Manual (CSM)

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Decision – Rao Muhammad Nasir Jamil VS LESCO (Complaint No. LESCO-LHR-16954-10-22)



cycle/billing month). 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 excessive billing.

3. Foregoing in view, LESCO is directed to refund the excessively charged units to the Complainant in next billing cycle. **Considering above negligence on part of concerned Meter Reader and Line Superintendent; disciplinary action be initiated against responsible officials under LESCO's service rules/SOP.** A report in this regard 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 Illahi Shaikh)
Convener Consumer Complaints Tribunal
Director General (CAD)

Islamabad, November 07, 2023

