



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/ 2718 -2023
July 06, 2023

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

Subject: **COMPLAINT FILED BY DR. JUNAID ZAFAR UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF# 11 11272 0385700 U)
Case No. LESCO-LHR-25179-06-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 06, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Muhammad Abid 06/07/2023
(Muhammad Abid)
Assistant 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 for NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. XEN Johar Town Division, LESCO
Chandni Chowk Near Cine Star Cinema, Township, Lahore.
5. Dr. Junaid Zafar,
R/O 169 D-1, Nespak Housing Society, Lahore.
Cell# 0322-4641477



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

Complaint No. LESCO-LHR-25179-06-23

Dr. Junaid Zafar,
R/O 169 D-1, Nespak Housing Society, Lahore.
Cell# 0322-4641477

..... Complainant

Versus

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

..... Respondent

Date of Hearing: June 21, 2023,

On behalf of:

Complainant: Dr. Junaid Zafar

Respondent:

Mr. Muhammad Amin Ullah, XEN (Johar Town), LESCO
Mr. Imran Gill, RO (Johar Town), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. JUNAID ZAFAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 11 11272 0385700 U)

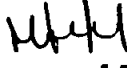
This decision shall dispose of the complaint filed by Dr. Junaid Zafar (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO 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 21, 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 the Complainant was charged upto 19930 kWh Off-peak & 4566 kWh Peak reading index upto the month of May, 2023 whereas the actual meter reading as per snap of May 2023 was 19530 kWh Off-peak & 4536 kWh Peak, which shows that the Complainant was charged 400 Off-peak units & 30 Peak 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 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, warning be issued to concerned Meter Reader and Line Superintendent for negligence and compliance report be submitted within fifteen (15) days.


(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/
Director (CAD)


(Moqem ul Hassan)

Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, July 06, 2023

