



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

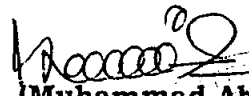
TCD.05/121 -2024
January 05, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KAMRAN ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING OVER BILLING (REF# 24 11263 9000380 U) Case No. LESCO-LHR-29725-10-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated January 05, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(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 2nd Circle LESCO,
32kv Grid Station, Chandni Chowk, Town Ship, Lahore.
5. XEN Shahpur Division, LESCO
132kv Grid Station Chung 20-KM Multan Road Lahore.
6. Mr. Kamran Anwar,
R/O House No. 380, Block CC, DHA Phase 4, Lahore.
Cell# 0300-8481078



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

Complaint No. LESCO-LHR-29725-10-23

Mr. Kamran Anwar,
R/O House No. 380, Block CC, DHA Phase 4, Lahore.
Cell# 0300-8481078

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: October 26, 2023,

On behalf of:

Complainant: Mr. Kamran Anwar

Respondent: Kh. Abdul Inam, Additional DCM (Shahpur), LESCO

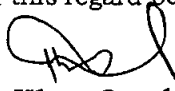
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KAMRAN ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING OVER BILLING (REF# 24 11263 9000380 U)**
Case No. LESCO-LHR-29725-10-23

DECISION

This decision shall dispose of the complaint filed by Mr. Kamran Anwar (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 him excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on October 26, 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 being charged with excessive billing. The Complainant was charged upto 3556 kWh, Off-peak & 696 kWh, peak reading index upto the month of October, 2023 whereas the actual meter reading as per snap provided by the Complainant on November 16, 2023 was 3370 kWh, Off-peak & 729 kWh, peak which shows that the Complainant was charged 14880 [186*80 (Multiplying Factor)] Off-peak units excessively. Sanctioned Load of the Consumer is 130 kW. 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. The Complainant was charged excessive billing due to sheer negligence of concerned SDO.

3. Foregoing in view, LESCO is directed to correct the bill as per actual meter reading snaps and adjust FPA and LPS. Further, warning be issued to the concerned SDO for such negligence. Compliance report in this regard be submitted to this office within fifteen (15) days.


(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member Consumer Complaints Tribunal
Assistant Legal Advisor


(Naveed Nahi Shaikh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, January 5, 2024

