



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/ ²¹⁵⁹ -2023
June 05, 2023

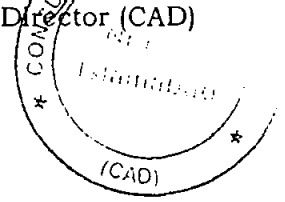
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

Subject: **COMPLAINT FILED BY MR. MUHAMMAD ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11128 0181909 U) LESCO-LHR-7519-09-21**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 05, 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. 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 Ferozewala Division, LESCO
132 kv Rustam Gird Sheikhupura Road Gulshan-e-Ravi, Lahore.
5. Mr. Muhammad Abdullah S/o Faqeer Muhammad
R/O House No. 7/7, Street.No.15, Bibi Pak Daman, Lahore.
Cell# 0322-4955556, 0344-4776710



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

Complaint No. LESCO-LHR-7519-09-21

Mr. Muhammad Abdullah S/o Faqeer Muhammad
R/O House No. 7/7, Street.No.15, Bibi Pak Daman,
Lahore.
Cell# 0322-4955556, 0344-4776710

..... Complainant

Versus

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

..... Respondent

Date of Hearing: November 10, 2021
March 01, 2022
January 26, 2023

On behalf of:

Complainant:

Mr. Muhammad Abdullah S/o Faqeer Muhammad

Respondent:

Mr. Amir Iqbal, SDO
Mr. Muhammad Boota, RO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11128 0181909 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Abdullah S/o Faqeer Muhammad (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"). Further, the Honourable Lahore High Court Lahore has directed vide order dated May 16, 2023 in W.P. No. 32003 of 2023 for disposal of the complaint.

2. NEPRA received a complaint from the Complainant wherein it was submitted that LESCO charged a bill amounting to Rs. 412,986/- for 25010 units excessively to the Complainant during the month of May, 2014. On request of the Complainant, meter was checked which was declared "OK" by M&T Department, therefore, his bill was corrected accordingly. Similarly, during the month of March, 2016 the Complainant was again charged a bill amounting to Rs. 175,919/- whereby the Complainant again approached LESCO officials and after M&T report bill was again found ~~excessively charged~~. LESCO officials continued charging excessive billing on multiple occasions. Detail is as follows:

Sr. No.	Month	Amount	Remarks
(i)	Feb-2018	18,592/-	LESCO did not correct the bill and paid in full.
(ii)	Sep-2018	Rs. 35,164/-	LESCO did not correct the bill and paid in full.



(iii)	Oct-2018	Rs. 32877/-	LESCO did not correct the bill and paid in full.
(iv)	Feb-2019	Rs. 28554/-	LESCO did not correct the bill and paid in full.
(v)	Feb-2021	-	Excessively 2400 units were withdrawn.
(vi)	April-2021	Rs. 104822/-	5000 units were declared excessively charged.
(vii)	May-2021	Rs. 112680/-	Bill corrected and he paid Rs. 5000/-
(viii)	Aug-2021	Rs. 172190/-	Bill not corrected.
(ix)	Sep-2021	Rs. 277265/-	Bill not corrected.

3. The complainant further submitted that he approached LESCO many times to rectify excessive bill, however, no actions was taken by LESCO. Subsequently, the Complainant requested NEPRA for redressal of his grievances.

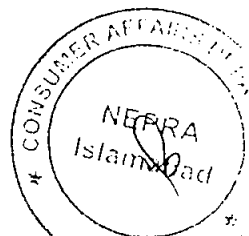
4. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that provisionally corrected bill has been issued to the Complainant and bill was corrected as per M&T report. Earlier during the charging of bills to the Complainant for the period from July, 2021 to January, 2022 excessive billing was observed, therefore, LESCO was directed vide this office letter No. TCD.05/1277 dated March 28, 2022 to withdraw the excessive units as per M&T report i.e. 15980 units from off-peak consumption. Further, the concerned SDO was warned and directed to avoid negligence in future, otherwise taking strict action against him would be recommended under LESCO rules and regulations. In the instant case after necessary verification, concerned sub division i.e. Ali Park Sub Division, LESCO vide letter dated January 01, 2023 informed to concerned Division i.e. Ferozwala Division, LESCO that meter of the Complainant is running "OK" and requested to correct the bill after withdrawal of 11000 units charged in excess. Meanwhile the Complainant approached Honourable Lahore High Court, Lahore for early disposal of the case. The Honourable Court vide order dated May 16, 2023 has directed to decide pending application within period of seven (07) days.

5. In order to arrive at an informed decision; earlier hearings were held at NEPRA Head Office, Islamabad and NEPRA Provincial Office, Lahore which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

- (i) The record made so available by both the parties reveals that LESCO has charged excessive bills to the Complainant on multiple occasions despite strict instructions issued during the processing of earlier complaints. LESCO officials charged excessive bills to the consumer during the month of December, 2022 whereby 11000 off-peak units were excessively charged to the Complainant. Furthermore, LESCO vide report dated January 23, 2023 submitted that provisional revised bill as per reading recorded on energy meter at site has been issued and delivered to the Complainant for payment. This proves that excessive billing was carried out by LESCO officials in violation of relevant provisions of Consumer Service Manual (CSM). It is also noteworthy that in another case of similar nature registered at NEPRA vide Complaint No. LESCO-LHR-18039-11-22 against the same sub-division; an excessive billing of 31049 units was also found and decided accordingly.
- (ii) Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Recording of correct meter reading is the responsibility of LESCO. In the instant case LESCO officials failed to charge the bills to the Complainant as per actual meter readings at site.

6. Foregoing in view, LESCO is directed for the following:

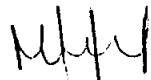
- (i) To revise the bill of the Complainant as per latest meter reading snap by next billing cycle, overhaul the account and adjust charged FPA and LPS accordingly.



- (ii) Disciplinary action be initiated against the delinquent official (i.e. SDO & meter reader) under LESCO rules & regulations who have charged excessive bills to the Complainant without any justification.
7. Compliance report be submitted within fifteen (15) days.


(Lashkar Khan Qambrani)

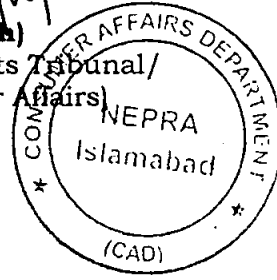
Member, Consumer Complaints Tribunal/
Director (Consumer Affairs)


(Moqees-ul-Hassan)

Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)

Convener, Consumer Complaints Tribunal/
Director General (Consumer Affairs)



Islamabad, June 05, 2023.