



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN  
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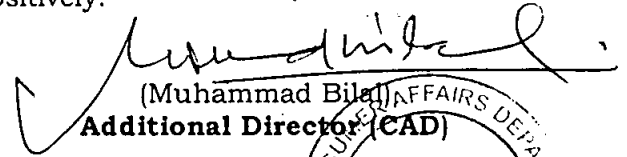
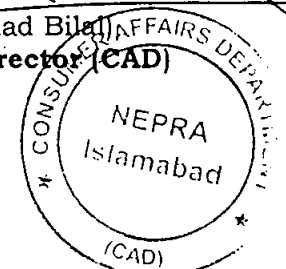
**Consumer Affairs  
Department**

TCD.05/ 2213 -2023  
June 06, 2023

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD ANWAR S/O UMER DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & RESTORATION OF ELECTRICITY SUPPLY /Ref # 12 11553 1143205 R/ Case No.LHR-4723-21**

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.

  
(Muhammad Bilal)  
**Additional 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, N-212, National Towers,  
Opposite LDA Plaza, Egerton Road, Lahore.
3. Mr. Tahir Mehmood Nadeem,  
Manager/Incharge Central, Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Muhammad Anwar S/o Umer Din  
R/O Dakhana Khaas, Hadyara,  
Tehsil Lahore Cantt, District Lahore.  
0301-4502886



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

**Complaint No. LHR-4723-21**

**Mr. Muhammad Anwar S/o Umer Din,**  
R/o Dakhana Khas, Hadyara, Tehsil Lahore Cantt,  
District Lahore. Cell# 0301-4502886

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** August 07, 2021  
October 09, 2021  
February 22, 2022  
March 25, 2022  
September 09, 2022

**On behalf of:**

**Complainant:** Mr. Muhammad Anwar S/O Umer Din

**Respondent:** Mr. Rao Kamran, XEN  
Mr. Zuhaib Nazar, RO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANWAR S/O UMER DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & RESTORATION OF ELECTRICITY SUPPLY (REF# 12 11553 1143205 R)**

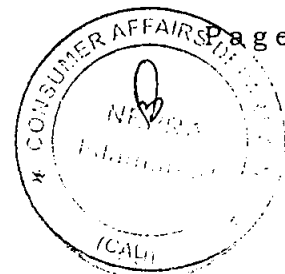
**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Anwar S/o Umer Din (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. NEPRA received a complaint wherein the Complainant submitted that LESCO has charged excessive bill amounting to Rs. 320,047/ with a bill adjustment of Rs. 272,225 during the month of June 2020. Due to non-payment of the bill, LESCO disconnected the electricity supply of the Complainant. The Complainant approached LESCO but his issue was not redressed. The Complainant requested NEPRA for correction of bill, restoration of electricity supply and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that defective meter of the Complainant was replaced in October 2019 and was sent to M&T lab for data downloading. As per data downloading report, 11409 retrieved units were charged to the Complainant during June 2020.

4. In order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.



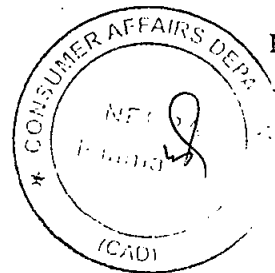
5. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded:

- (i) The Complainant is a domestic consumer of LESCO and the connection is installed under reference No. 12115531143205. The Complainant's meter became defective in August 2019 and the same was replaced in October 2019. For the disputed month of September 2019 and October 2019 the Complainant was charged consumption of corresponding month of previous year in accordance with provisions of Consumer Service Manual. Later on, data of the impugned meter was downloaded/retrieved and the Complainant was again charged 11409 units as per final retrieved reading of the impugned meter in the month of June 2020.
- (ii) In this matter 3 years billing data is as follow;

Months	Year-2017	Year-2018	Year-2019
January	276	235	149
February	195	246	128
March	384	259	338
April	337	472	271
May	428	337	0
June	412	271	503
July	398	396	345
August	335	271	0
September	412	336	336
October	272	292	292
November	229	264	468
December	202	215	283
Average	<b>323/month</b>	<b>300/month</b>	<b>259/month</b>

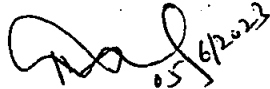
The above data shows that the average consumption of the Complainant for last two year (i.e. 2017, 2018) is 323 units and 300 units per month respectively. The Complainant was charged billing as per actual consumption upto July 2019 i.e. upto meter reading dial of 4847 units as per snaps of meter reading. No bill was charged for the month of August 2019.


- (iii) The energy meter was replaced in October, 2019. The meter was sent to M&T Department for data retrieval during the month of December, 2019. M&T Department retrieved the final reading as 16883 index. LESCO had already charged 5475 units to the Complainant i.e. 4847 actual reading upto July-2019, 336 units and 292 units on average basis for the months of September-October, 2019 respectively. Keeping in view consumption history of the Complainant, it has been concluded that impugned meter may have got overshooted due to which it has recorded such huge units i.e. 11409 units for the months of August 2019 to October 2019.
- (iv) LESCO officials were directed during the hearing to justify charging of extra ordinary units to the Complainant, however, no solid reason was placed on record. 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. Therefore, recording of correct meter reading is the responsibility of LESCO. Moreover, Clause-6.1.4 of Consumer Service Manual (CSM) provides that meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters. Previously, no any discrepancy has been pointed out by LESCO and the Complainant was charged correct meter readings upto July, 2019; therefore, charging of 11409 units to the Complainant is unjustified.




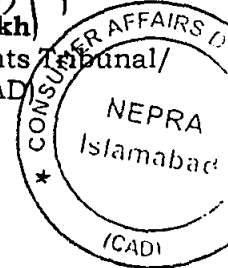
6. Foregoing in view, LESCO is directed to charge average bill for the mch of August 2019 and withdraw 11409 units charged to the Complainant during the month June 2020 being unjustified.

7. Compliance report be submitted within fifteen (15) days.

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

  
(Moqees ul Hassa)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

  
(Naveed Illahi Shaikh)  
Convener Consumer Complaints Tribunal/  
Director General (CAD)



Islamabad, June 05, 2023