



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

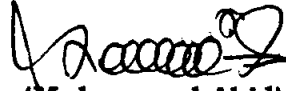
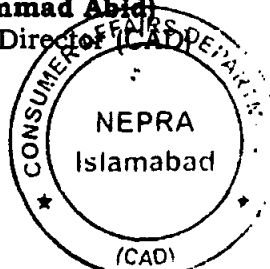
TCD.05/ 4165 -2023
September'12, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BILAL S/O MUHAMMAD YAQOOB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#45 11741 0495803 U)**
Case No. LESCO-LHR-24654-05-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated September 12, 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. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. XEN Phool Nagar Division, LESCO
WAPDA Colony Phool Nagar.
5. Mr. Muhammad Bilal S/O Muhammad Yaqoob
R/O Muzammil Town, P/O Chuhan, Tehsil Raiwind,
District Lahore.
Cell#0321-9999974



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

Complaint No. LESCO-LHR-24654-05-23

Mr. Muhammad Bilal S/o Muhammad Yaqoob,
R/O Muzammil Town, P/O Chuhan,
Tehsil Raiwind, District Lahore.
Cell#0321-9999974

..... Complainant

Versus

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

..... Respondent

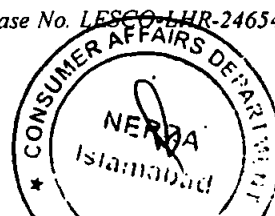
Date of Hearing: June 20, 2023,
On behalf of:
Complainant: Mr. Muhammad Bilal

Respondent: Mr. Haroon Ahmad, RO (Phool Nagar), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BILAL S/O MUHAMMAD YAQOOB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#45 11741 0495803.

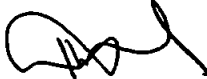
This decision shall dispose of the complaint filed by Mr. Muhammad Bilal (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution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

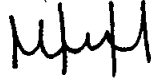
2. The Complainant in his complaint submitted that LESCO has charged excessive bills to him as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on June 20, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (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 since long. The Complainant was charged upto 112035 kWh Off-peak & 13379 kWh Peak reading index upto the month of May, 2023 whereas the actual meter reading as per snap of May 2023 was 61404 kWh Off-peak & 13379 kWh Peak, which shows that the Complainant was charged 50631 Off-peak units excessively. According to report of LESCO; the meter accuracy of the Complainant is accurate. Sanctioned load of the Complainant is 14.92kW. Clause 6.1.1 provides that meter reading is mandatory in each month to record the consumption of energy. Clause 6.1.3 make it mandatory for DISCO to take snapshot of meter reading to ensure correct billing/reading. 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, disciplinary proceeding be initiated against the concerned Meter Reader and Line Superintendent as per LESCO's service rules. Compliance report be submitted within fifteen (15) days.


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


(Moqeem ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)


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

Islamabad, September 12, 2023

