



# 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/ 4156 2023  
September 13, 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. ATIF NOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11535 0416305 R) Case No. LESCO-LHR-19824-02-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated September 13, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

*(Signature)*  
**(Muhammad Abid)**  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(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. S.E 5th Circle LESCO,  
425-EE, DHA, Ghazi Road, Lahore.
5. XEN Kot Lakhpat, LESCO  
132 kv Grid Station, New Kot Lakhpat, Near PEL Factory, Lahore.
6. Mr. Atif Noor S/O Abdul Azeem,  
R/O House No. 55-A, Prime House,  
Nishter Colony, Ferozpur Road, Lahore.  
Cell# 0349-8814723



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

**Complaint No. LESCO-LHR-19824-02-23**

**Mr. Atif Noor S/O Abdul Azeem,** ..... **Complainant**  
R/O House No. 55-A, Prime House, Nishter Colony, Ferozpur Road, Lahore.  
Cell# 0349-8814723

**Versus**

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

**Date of Hearing:** June 08, 2023

**On behalf of:**  
**Complainant:** Mr. Atif Noor

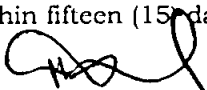
**Respondent:** Mr. Sana Muhammad, XEN (Kot Lakhpat), LESCO

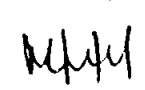
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATIF NOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11535 0416305 R)**

This decision shall dispose of the complaint filed by Mr. Atif Noor S/O Abdul Azeem (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 through the above referred complaint submitted that LESCO has charged excessive bills to the Complainant as compared to actual meter reading at site. Thereafter, matter was taken up with LESCO and a hearing was held on June 08, 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 was revealed that LESCO charged the Complainant upto 25277 kWh Off-peak & 4017 kWh Peak reading index upto the month of April 2023 whereas the actual meter reading at site as per LESCO report was 23085 kWh Off-peak & 4017 kWh Peak, as per which the Complainant was charged 2192 Off-peak units in excess. In this regard, Clause 6.1 of Consumer Service Manual (CSM) envisages that the consumer be charged bills as per actual meter reading/consumption. Additionally, Clause 6.1.2 and Clause 6.2.1 of CSM provides that Meter Reader and Line Superintendent are responsible for meter reading of such consumers and percentage checking of meter as well. However, due to sheer negligence of concerned Meter Reader and Line Superintendent, the Complainant was charged with excessive billing.

3. Forgoing 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 action** be initiated against 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)

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

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

**Islamabad, September 13, 2023**

