



# 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

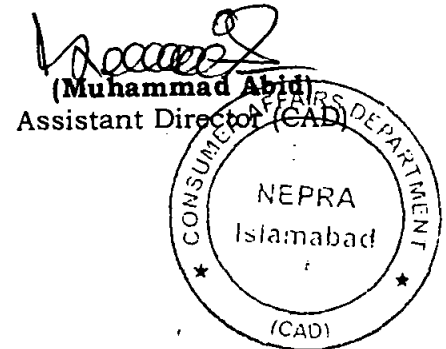
TCD.05/ 4147 -2023  
September 14, 2023

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD YOUNAS UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE  
BILLING (REF# 46 11128 0029200 U)  
Case No. LESCO-LHR-16378-09-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated September 14, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**



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 Ferozewala Division, LESCO  
132 kv Rustam Gird Sheikhpura Road Gulshan e Ravi Lahore.
5. Mr. Muhammad Younas S/o Muhammad Siddique,  
R/O Ali Park, Siddique Park, Shahdara, Lahore.  
Cell# 0307-6168577



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

**Complaint No. LESCO-LHR-16378-09-22**

**Mr. Muhammad Younas,**  
R/O Ali Park, Siddique Park, Shahdara,  
0307-6168577

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** June 13, 2023,

**On behalf of:**

**Complainant:** Mr. Muhammad Younas

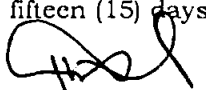
**Respondent:** Mr. Malik Shahid XEN (Ferozwala), LESCO

**Subject:** COMPLAINT FILED BY MR. MUHAMMAD YUNAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11128 0029200 U)

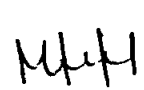
This decision shall dispose of the complaint filed by Mr. Muhammad Younas (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution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

2. The Complainant through the above complaint submitted that LESCO has charged excessive bills to the Complainant compared to actual meter reading at site. Thereafter, the matter was taken up with LESCO and a hearing was held on June 13, 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 the Complainant was charged upto 75506 kWh Off-peak & 1119 kWh Peak reading index upto the month of May, 2023 whereas the actual meter reading as per snap of May 2023 was 11144 kWh Off-peak & 173 kWh Peak, which shows that the LESCO charged the Complainant 64362 Off-peak units & 946 Peak units in excess. In this regard, Clause 6.1 of Consumer Service Manual (CSM) makes it mandatory that the consumer be charged bills as per actual meter reading at site. In addition, 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 of Meter as well. However, due to sheer negligence of concerned Meter Reader and Line Superintendent, the Complainant was charged with 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 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)

  
**(Moqeen ul Hassan)**

Member Consumer Complaints Tribunal/  
Assistant Legal Advisor (CAD)

  
**(Naweed Illahi Shaikh)**

Convener Consumer Complaints Tribunal/  
Director General (CAD)

**Islamabad, September 14, 2023**

