



## 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

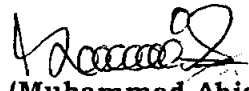
TCD.05/6013 -2023  
December 29, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS YOUSAF S/O MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11128 0029410 U)**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated December 29, 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. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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. Mrs. Masooma Adil,  
Manager/Incharge Central  
Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. S.E 1st Circle LESCO,  
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
5. XEN Ferozewala Division, LESCO  
132 kv Rustam Gird Sheikhupura Road Gulshan-e-Ravi, Lahore.
6. Mr. Waqas Yousaf S/o Muhammad Yousaf,  
R/O Sanam Abad, Addhian Road, Tehsil Ferozewala.  
Cell#0321-4173937



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

**Complaint No. LESCO-LHR-27339-08-23**

**Mr. Waqas Yousaf,**  
R/ Sanam Abad, Addhian Road, Tehsil Ferozewala.  
Cell#0321-4173937

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** October 20, 2023,

**On behalf of:**

**Complainant:** Mr. Waqas Yousaf

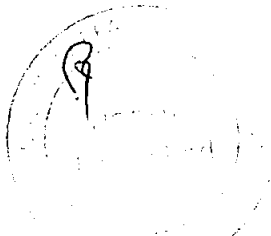
**Respondent:** Khalil Yousaf, SDO (Rachna Town), LESCO  
Abdul Jabbar, RO (Ferozwala), LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS YOUSAF S/O MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11128 0029410)**

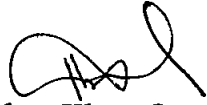
**DECISION**

This decision shall dispose of the complaint filed by Mr. Waqas Yousaf (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 him excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on October 23, 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. The Complainant was charged upto 43763 kWh, Off-peak & 522 kWh, Peak reading index upto the month of September, 2023 whereas the actual meter reading as per snaps provided by LESCO officials on October 20, 2023 was 2037 kWh, Off-peak & 522 kWh, Peak which shows that the Complainant was charged 41726 Off-peak units excessively. Sanctioned Load of the Consumer is 18 kW. Clause 6.1.2 and Clause 6.2.1 of Consumer Service Manual (CSM) provides that Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of concerned Meter Reader and Line Superintendent.



3. Foregoing in view, LESCO is directed to revise the bill of the Complainant in accordance with the actual meter reading and Late Payment Surcharge (LPS) & FPA be adjusted accordingly. Moreover, disciplinary action be taken against concerned meter reader and line superintendent (LS) for negligence in accordance with LESCO Service Rules. Compliance report be submitted within fifteen (15) days.



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



**(Muhammad Irfan Ul Haq)**  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor



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

Islamabad, December 29, 2023

