



## 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

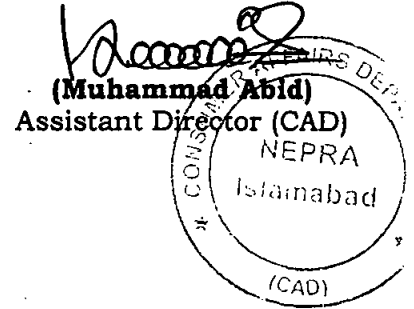
TCD.05/ 5318-2023  
November 20, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATHAR IQBAL MIRZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11114 1358800 U) Case No. LESCO-LHR-17146-10-22**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated November 20, 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 Gulshan e Ravi Division, LESCO  
88-A, Mian Road, Gulshan-e-Ravi, Lahore
5. Mr. Athar Iqbal Mirza,  
R/O Street 10, Abubakar Siddiq Colony,  
Opp. New Khan, Bund Road, Lahore.  
Cell# 0333-4627211  
Ph#042-37465031

( Please follow-up with LESCO )



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

**Complaint No. LESCO-LHR-17146-10-22**

**Mr. Athar Iqbal Mirza,**  
R/O Street 10, Abubakar Siddiq Colony,  
Opp. New Khan, Bund Road, Lahore.  
Cell# 0333-4627211, Ph#042-37465031

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** June 01, 2023,  
October 24, 2023

**On behalf of:**  
**Complainant:** Mr. Athar Iqbal Mirza

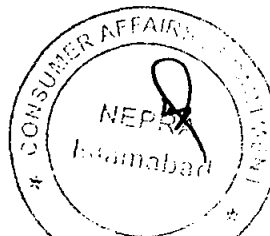
**Respondent:** Mr. Rab Yar XEN, LESCO  
Syed Azhar Hussain Shah, Court Clerk

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATHAR IQBAL MIRZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11114 1358800 U)**

This decision shall dispose of the complaint filed by Mr. Athar Iqbal Mirza (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").

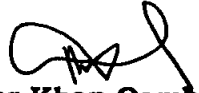
2. The Complainant in his complaint submitted that LESCO has charged excessive bills to him as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and hearings were held which were attended by both the parties (LESCO officials & the Complainant) wherein the case was discussed in detail. During the hearing LESCO officials apprised that meter of the Complainant has been replaced in the month of September, 2023 and during the data retrieval/downloading it has been observed that the Complainant has been charged 15649 units in excess. Therefore, a credit of Rs. 540830/- against 14875 units has been given to the Complainant in the bill for the month of September, 2023. However, credit of remaining 771 units will be adjusted in next week billing cycle.

3. According to Clause-6.1 of Consumer Service Manual (CSM) meter reading of all the consumers should be carried out on a routine basis each month to record the consumption of energy consumed by each consumer during a given period (billing cycle/billing month). Sanctioned Load of the Consumer is 15kW and according to Clause-6.1.2 & Clause- 6.2.1 of CSM Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively.



Therefore, due to sheer negligence of concerned Meter Reader and Line Superintendent; the Complainant was charged excessive billing.

4. 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. **Disciplinary action** be initiated against concerned Meter Reader and Line Superintendent for negligence. 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, November 20 , 2023

