



## 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/ 5319-2023  
November 20, 2023

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

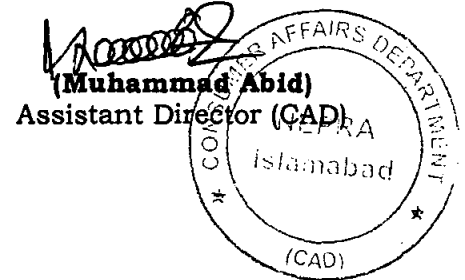
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SYED WAJAHAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 46 11128 0026504 U) Case No. LESCO-LHR-18245-11-22**

Please find enclosed herewith the decision of NEPRA Consumer Complaint 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. 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. Syed Wajahat Ali,  
R/O Street No. 4, House No. 1, Kiran Park Zam Zam Coal  
Tar Factory, Adjacent Al Sheikh Hospital Moza Bhully  
Dasanwal Ferozewala.  
Cell# 0313-4255323



( Please follow-up with LESCO )



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

**Complaint No. LESCO-LHR-18245-11-22**

**Syed Wajahat Ali,**  
R/O Street No. 4, House No. 1, Kiran Park Zam Zam Coal  
Tar Factory, Adjacent Al Sheikh Hospital Moza Bhully  
Dasanwal Ferozewala.  
Cell# 0313-4255323

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** September 07, 2023,

**On behalf of:**

**Complainant:** Syed Wajahat Ali

**Respondent:**

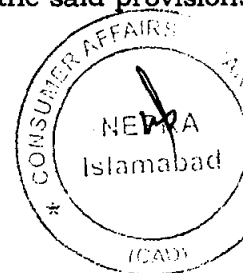
Mr. Habib Ahmed SDO (Rachna Town), LESCO  
Rana Jawad RO, (Feroz Wala), LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SYED WAJAHAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 46 11128 0026504 U)**

**Decision**

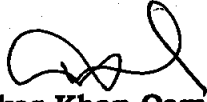
This decision shall dispose of the complaint filed by Syed Wajahat Ali (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 September 07, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the Complainant was being charged with excessive billing since long. The Complainant was charged upto 4273 kWh, Off-peak & 570 kWh, peak reading index upto the month of August, 2023 whereas the actual meter reading as per snap taken on September 04, 2023 was 3338 kWh, Off-peak & 574 kWh, peak which shows that the Complainant was charged  $935 \times 20$  (Multiplying Factor) = 18700 kWh (Off-peak) and  $4 \times 20$  (Multiplying Factor) = 80 kWh (Peak) units excessively. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 7 kW and according to the said provisions of CSM; Meter




Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively. Due to sheer negligence of concerned Meter Reader and Meter Reading Section Supervisor/LS; 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, warning be issued to concerned Meter Reader and Meter Reading Section Supervisor/LS for negligence and 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

