



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

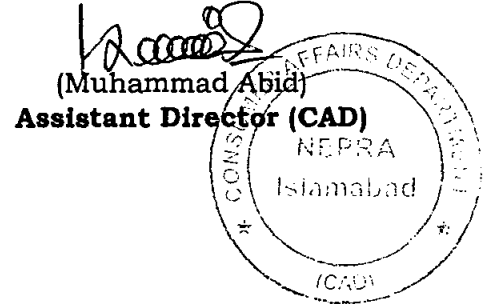
TCD.05/ 5320-2023
November 20, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZUBAIR ALI S/O ZULFIQAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11155 1135800 U). LESCO-LHR-14816-08-22**

Please find enclosed herewith the decision of NEPRA 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. 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. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
4. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
5. Mr. Zubair Ali,
R/O House No. B-17, Street No. 1, Bilal Street,
Chah Miran, Lahore.
Cell# 0312-4520097

Please follow-up with LESCO



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

Complaint No. LESCO-LHR-14816-08-22

Mr. Zubair Ali,
R/O House No. B-17, Street No. 1, Bilal Street,
Chah Miran, Lahore.
Cell# 0312-4520097

..... Complainant

Versus

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

..... Respondent

Date of Hearing: September 14, 2023,

On behalf of:

Complainant: Mr. Zubair Ali

Respondent: Mr. Kashif Imran, Addl. XEN (Badami Bagh), LESCO
Mr. Shaukat Ali, RO (Badami Bagh), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZUBAIR ALI S/O ZULFIOAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11155 1135800 U).**


DECISION


This decision shall dispose of the complaint filed by Mr. Zubair 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 has submitted that LESCO has charged 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 14, 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 being charged with excessive billing since long. The Complainant was charged upto 29156 kWh Off-peak & 3682 kWh peak reading index upto the month of June, 2023 whereas the actual meter reading as per snap of June, 2023 was 13607 kWh, Off-peak and 3682 kWh, peak which shows that the Complainant was charged 15549 kWh, Off-peak units excessively. 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 7 kW and according to Clause- 6.1.2 & Clause- 6.2.1 of CSM that 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.

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 taken against the 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)


(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal
Assistant Legal Advisor


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

Islamabad, November 20, 2023

