



**National Electric Power Regulatory Authority**  
**ISLAMIC REPUBLIC OF PAKISTAN**  
**Provincial Office**  
1st Floor, Link Arcade, 54B, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.  
Phone: 042-99333931

**Consumer Affairs  
Department**

POL.05/1468-2024  
April 03, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AMIR  
RASHEED S/O MUHAMMAD RASHEED UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE  
BILLING (REF# 45 11734 0974900 U)**  
**Case No. LESCO-LHR-24716-05-23**

Please find enclosed herewith the decision of the NEPRA, dated April 03, 2024 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. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Chunian, LESCO  
WAPDA Colony, Changa Manga Lahore, Chunian.
5. Mr. Muhammad Amir Rasheed S/O Muhammad Rasheed  
R/O Burj Run Singh, Talwandi Adda, Haji Sharif Electric Store,  
Adda Talwandi, Tehsil Chunian, District Kasur.  
Cell# 0300-4215697 / 0301-6819262

  
(Aisha Kalsoom)  
Assistant Director (CAD)





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

**Complaint No. LESCO-LHR-24716-05-23**

**Mr. Muhammad Amir Rasheed,**  
R/O Burj Run Singh, Talwandi Adda, Haji Sharif Electric Store,  
Adda Talwandi, Tehsil Chunian, District Kasur.  
Cell# 0300-4215697/ 0301-6819262

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** March 21, 2024

**On behalf of:**

**Complainant:** Mr. Muhammad Ilyas

**Respondent:** Mr. Abdul Rasheed, SDO, LESCO  
Mr. Adeem Ur Rehman, RO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AMIR RASHEED S/O MUHAMMAD RASHEED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11734 0974900 U)**  
**Case No. LESCO-LHR-24716-05-23**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Amir (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 March 21, 2024 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 34706 kWh, Off-peak & 10988 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap taken on February 29, 2024 was 32606 kWh, Off-peak & 5829 kWh, peak which shows that the Complainant was charged 2100 kWh, (Off-peak) and 5159 units (Peak), units excessively. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Complainant is 5.6 kW, therefore, Meter Reader and the Meter Reading Section Supervisor/LS are responsible for meter reading and percentage checking respectively. In the instant case meter reader provided legible snaps of meter reading to concerned sub division, however, excessive billing was made during the process of data entry. Sub Divisional Officer (SDO/AMO) and Meter Reading Section Supervisor/LS are responsible to ensure feeding of correct readings for issuance of

was charged excessive billing due to sheer negligence of meter reading section supervisor/LS and concerned SDO.

3۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے ہفتے سائیکل تک اصل میٹر ریڈنگ تصور کے مطابق نکالتے ہوئے کے مل کی گنج کے لئے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، وہ اپنی برسرِ حلقہ میٹر ریڈنگ سیکشن پر مانیٹرز / لائن سپر وٹرنٹ اور ایس ڈی کے خلاف لیسکو قوانین کی روشنی میں تھانہ کارروائی کی جائے۔ فیصل کی پورٹ (15) دنوں کے اندر چلنی کی جائے۔

  
(Aisha Kalsoom)  
Assistant Director (CAD)

  
(Engr. Dr. Bilal Masood)  
Incharge/Additional Director (CAD)

Lahore, April 03, 2024

