



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.05/17-2024
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. EESAL REHMAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 45 11734 0975000 R)
Case No. LESCO-LHR-34415-02-24**

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. Eesal Rehman S/O Muhammad Ibrahim
R/O Burj Run Singh, Ada Talwandi, Haji Abdul Ghafoor
Super Store, Tehsil Chunian, Kasur
Cell#0301-6814805


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-34415-02-24

Ms. Eeshal Rehman,
R/O Burj Run Singh, Ada Talwandi, Haji Abdul Ghafoor
Super Store, Tehsil Chunian, Kasur
Cell#0301-6814805

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 21, 2024

On behalf of:

Complainant: Ms. Eesal Rehman

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

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. EESAL REHMAN
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Case No. LESCO-LHR-34415-02-24**

DECISION

This decision shall dispose of the complaint filed by Mr. Eesal Rehman (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 198429 kWh, Off-peak & 41419 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap taken on February 29, 2024 was 194729 kWh, Off-peak & 38877 kWh, peak which shows that the Complainant was charged 3700 kWh, (Off-peak) and 2542 kWh, (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 7.46 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 electricity bills in accordance with the meter reading snaps, therefore, the Complainant

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

3۔ مندرجہ بالا طوائف کے متعلق نظر، میٹر کو دہانت کی جاتی ہے کہ وہ ان کے بجائے سائیکل بجائے اصل میٹر ریڈنگ تصور کے مطابق طوائف کو کھدے کی بجائے اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہور ڈسٹرکٹ کے ہر علاقہ میٹر ریڈنگ سیکشن پر مائیکرو / لائن پر طوائف اور ایس بی او کے خلاف میٹر کو دہانت کی روٹن میں مہلت کیوں کی جائے۔ فیصلہ کی سہولت پر وہ (15) دنوں کے اندر جوابی کی جائے۔


(Aisha Kalsoom)
Assistant Director (CAD)


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

Lahore, April 03, 2024

