

National Electric Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.
Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/3257 -2023
October 04, 2023

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

Subject: COMPLAINT FILED BY MR. ABDUL REHMAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11155
0626500 U)
Case No. LESCO-LHR-10221-01-22

Please find enclosed herewith the decision of the NEPRA, dated October 04, 2023
regarding the subject matter for necessary action and compliance within fifteen (15) days,
positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Mrs. Masooma Adil,
Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mr. Abdul Rehman S/O Abdul Rasheed,
R/O House No. 5, Street No. 12, Pak Nagar,
Akram Road, Chah Miran, Lahore.
Cell#0300-4369101



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

Complaint No. LESCO-LHR-10221-01-22

Mr. Abdul Rehman,
R/O House No. 5, Street No. 12, Pak Nagar,
Akram Road, Chah Miran, Lahore.
Cell#0300-4369101

..... Complainant

Versus

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

..... Respondent

Date of Hearing: September 14, 2023,

On behalf of:

Complainant: Abdul Rehman

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

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POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46
11155 0626500 U)

Case No. LESCO-LHR-10221-01-22

This decision shall dispose of the complaint filed by Mr. Abdul 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 excessive bills to him 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 revealed that the Complainant was being charged with excessive billing. The Complainant was charged upto 154200 kWh, reading index upto the month of August, 2023 whereas the actual meter reading as per snap of August, 2023 was 151757 kWh, which shows that the Complainant was charged 2443 units excessively. Sanctioned Load of the Consumer is 4 kW. Clause 6.1.2 and Clause 6.2.1 of Consumer Service Manual (CSM) provides that Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of concerned Meter Reader and Line Superintendent.

3. مندرجہ بالا خاتق کے پیش نظر، میٹرو کو ہدایت کی جاتی ہے کہ وہ اگلے بلگ ماسٹیکل تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے مل کی تصحیح کرے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہور دای کے لیے متعلقہ میٹر ریڈر اور لائن سپرٹنڈنٹ کو وارننگ جاری کی جائے اور تیسری رپورٹ پندرہ (15) دنوں کے اندر پیش کر جائے۔

(Aisha Kalsoom)

Assistant Director (CAD), Lahore

(Engr. Dr. Bilal Masood)

Incharge/Additional Director (CAD), Lahore

Lahore, October 04, 2023