



**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.05/385 -2023  
November 13, 2023

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD ARSHAD KHAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST LESCO REGARDING ISSUE OF NET-METERING (REF# 16 11218  
2184200 U)**  
**Case No. LESCO-LHR-294-10-23-NM**

Please find enclosed herewith the decision of the NEPRA, dated November 13, 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 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Township Division, LESCO  
132kv Gird Station Chandni Chowk Township, Lahore.
5. Mr. Muhammad Arshad Khan,  
R/O House No. 61-B, Engineering University Employees  
Cooperative Housing Society, College Road, near NFC, Lahore.  
Cell# 0344-1404580



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

**Complaint No. LESCO-LHR-294-10-23-NM**

Mr. Muhammad Arshad Khan,  
R/O House No. 61-B, Engineering University Employees  
Cooperative Housing Society, College Road, near NFC, Lahore.  
Cell# 0344-1404580

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** November 01, 2023,

**On behalf of:**

**Complainant:** Muhammad Arshad

**Respondent:** Nauman Ghani. XEN (Township), LESCO

**Subject:** COMPLAINT FILED BY MR. MUHAMMAD ARSHAD KHAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST LESCO REGARDING ISSUE OF NET-METERING (REF# 16 11218  
2184200 U)  
Case No. LESCO-LHR-294-10-23-NM

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Arshad Khan (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 held on November 01, 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 9539 kWh, Off-peak & 3161 kWh, peak reading index upto the month of October, 2023 whereas the actual meter reading as per snap of October, 2023 was 9248 kWh, Off-peak & 3161 kWh, peak which shows that the Complainant was charged 291 Off-peak units excessively. Sanctioned Load of the Consumer is 5 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.

مندرجہ بالا حقائق کے پیش نظر، میٹرو کوہدایت کی جاتی ہے کہ وہ اگلے بیلنگ سائیکل تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے میٹر کی تصحیح کرے اور اس کے مطابق LPS و EPA کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہور وائی کے لیے متعلقہ میٹر ریڈر اور لائن سپرٹنڈنٹ کو وارننگ جاری کی جائے اور فیصل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Aisha Kalsoom)

Assistant Director (CAD), Lahore

(Engr. Dr. Bilal Masood)

Incharge/Additional Director (CAD), Lahore

Lahore, November 13, 2023