



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.05/384 -2023
November 13, 2023

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

Subject: COMPLAINT FILED BY MR. SHAKEEL ANWAR S/O MUSHTAQ ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11535 0306200 R)
Case No. LESCO-LHR-21203-04-233

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 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat, Near PEL Factory, Lahore.
5. Mr. Shakeel Anwar S/O Mushtaq Ali,
R/O Mohallah Ghulam Hussain Colony, Kahna Nau, Lahore.
Cell#0323-4856993



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

Complaint No. LESCO-LHR-21203-04-233

Mr. Shakeel Anwar,
R/O Mohallah Ghulam Hussain Colony, Kahna Nau, Lahore.
Cell#0323-4856993

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 02, 2023
November 01, 2023,

On behalf of:

Complainant: Shakeel Anwar

Respondent: Muhammad Ali, SDO, LESCO

Subject: COMPLAINT FILED BY MR. SHAKEEL ANWAR S/O MUSHTAQ ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11535 0306200 R)
Case No. LESCO-LHR-21203-04-233

DECISION

This decision shall dispose of the complaint filed by Mr. Shakeel Anwar (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 July 02, 2023 wherein the matter was discussed in detail. In order to finalize the matter, another hearing was scheduled 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 26554 kWh, reading index upto the month of September, 2023 whereas the actual meter reading as per snap of September, 2023 was 20650 kWh, which shows that the Complainant was charged 5904 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.

مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کا کل اصل میٹر ریڈنگ کے مطابق درست کرے اور اس کے مطابق FPA اور LPS

کو بھی نیدرجست کرے۔ مزید برآں، لاہور وائی برستے پر متعلقہ میٹر ریڈر اور لائن سپرٹنڈنٹ کے خلاف ایسے قوانین کی روشنی میں ممکنہ کارروائی عمل میں لائی جائے۔ درج بالا احکامات پر عمل کر کے قبیل کل پورٹ پندر (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