



**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.05/3822 -2023  
November 14, 2023

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD SIDDIQUE S/O AZIZ DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11535 0307500 R)**  
**Case No. LESCO-LHR-21367-04-23**

Please find enclosed herewith the decision of the NEPRA dated November 14, 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. C.E/Customer Services Director  
LESCO, 22-A, Queens 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. Muhammad Siddique S/O Aziz Din,  
R/O Mohallah Hakeem Ghulam Hussain Colony,  
Kahna Nau, Lahore.  
Cell#0322-8437767 / 0303-4359648



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

Complaint No. **LESCO-LHR-21367-04-23**

Mr. Muhammad Siddique,  
R/O Mohallah Hakeem Ghulam Hussain Colony,  
Kahna Nau, Lahore.  
Cell#0322-8437787/ 0303-4359648

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 12, 2023  
November 01, 2023,

On behalf of:  
Complainant: Muhammad Siddique

Respondent: Muhammad Ali, SDO, LESCO

Subject: **COMPLAINT FILED BY MR. MUHAMMAD SIDDIQUE S/O AZIZ DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11535 0307500 R)**  
**Case No. LESCO-LHR-21367-04-23**

**DECISION**

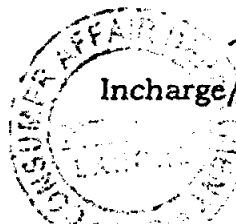
This decision shall dispose of the complaint filed by Mr. Muhammad Siddique (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 July 12, 2023 at NEPRA Provincial office, Lahore wherein the matter was discussed in detail. In order to finalize the matter, another 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 29841 kWh, Off-peak & 5355 kWh, peak reading index upto the month of September, 2023 whereas the actual meter reading as per snap of September, 2023 was 26660 kWh, Off-peak & 5355 kWh, peak which shows that the Complainant was charged 291 Off-peak 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، میٹرو کو ہدایت کی جاتی ہے کہ وہ اگلے بیلنگ سائیکل تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے بل کی تصحیح کرے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہر وادی کے لیے متعلقہ میٹر ریڈر اور لائن سپرٹنڈنٹ کو وارننگ جاری کی جائے اور تعمیل 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 14, 2023**