



**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.05/1155/2024  
March 19, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD  
RAMZAN UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING WRONG BILLING (REF# 24 11142 088913 U)  
Case No. LESCO-LHR-34663-02-24**

Please find enclosed herewith the decision of the NEPRA, dated March 19 , 2024  
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. Rana Rizwan Sibghat Ullah, 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 Data Darbar Division, LESCO  
8-A, Outside Bhatti Gate behind Haji Mango Juice, Lahore.
5. Mr. Muhammad Ramzan S/o Sharfuddin  
R/O Khasra No. 840, Gulshan Riaz Colony, Bund Road Lahore.  
Cell#0300-4990042, 0321-9394222





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

**Complaint No. LESCO-LHR-34663-02-24**

**Mr. Muhammad Ramzan,**  
R/O Khasra No. 840, Gulshan Riaz Colony, Bund Road Lahore.  
Cell#0300-4990042, 0321-9394222

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** February 22, 2023  
**On behalf of:**  
**Complainant:** Mr. Muhammad Ramzan

**Respondent:** Mr. Salman Zafar, AMO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RAMZAN**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION**  
**AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO**  
**REGARDING WRONG BILLING (REF# 24 11142 088913 U)**  
**Case No. LESCO-LHR-34663-02-24**

**Decision**

This decision shall dispose of the complaint filed by Mr. Muhammad Ramzan (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 February 22, 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. However, the LESCO official (i.e., AMO) assured that the bill of the Complainant will be revised as per actual meter reading snap by next billing cycle. Later on, the Complainant again approached NEPRA in March, 2024 and informed that his bill of February, 2024 is also excessive. The Complainant was charged upto 9560 kWh, Off-peak & 2986 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap taken on March 03, 2024 was 9407 kWh, Off-peak & 2986 kWh, peak which shows that the Complainant was charged  $153 \times 20$  (Multiplying Factor) = 3060 kWh (Off-peak) units excessively. Sanctioned load of the Consumer is 38 kW.

3. Clause 6.1 of Consumer Service Manual (CSM) provides the mechanism for meter reading whereby Clause 6.2 envisages the procedure for percentage checking to ensure accuracy of meter reading. According to the sanctioned load of the said connection Meter Reading Section Supervisor/LS and SDO are responsible for meter reading and percentage checking respectively. In the instant case, Meter Reading Section Supervisor/LS provided legible snaps of meter reading to concerned sub division, however, excessive billing was made during the process of data entry. Therefore, Sub Division Incharge (SDO/AMO) and LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter reading snaps, the Complainant was charged excessive billing due to sheer negligence of meter reading section supervisor/LS and concerned SDO.

4۔ مندرجہ بالا خاتون کے پیش نظر، میٹر کو بدایات کی جاتی ہے کہ وہ اگلے بجگ مائیکل 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 میں برتنے پر متعلقہ لائن سپرٹنڈنٹ اور ایس ڈی او کے خلاف میٹر قوانین کی روشنی میں نکلانہ کارروائی کی جائے۔ درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

  
(Aisha Kalsoom)  
Assistant Director (CAD)

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

Lahore, March 19, 2024