

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.05/367-2024
January 22, 2024

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

**COMPLAINT FILED BY MR. MUHAMMAD NASEER ALMEHDI UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING
(REF# 46 11124 0105211 U)
Case No. LESCO-LHR-28115-09-23**

Please find enclosed herewith the decision of the NEPRA, dated January 22, 2024
regarding the subject matter for necessary action and compliance within fifteen (15) days,
respectively.

cc: Lahore


(Aisha Kalsoom)
Assistant Director (CAD)

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. Chief Circle LESCO,
Saggaian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. NEN Perozewala Division, LESCO
Plot No. 15, Kustam Gird Sheikhupura Road Gulshan-e-Ravi, Lahore.
5. Mr. Muhammad Naseer Almehti, S/O Muhammad Aftab Haider,
R/O Saggaian Bai Pass, Bilal City Abu Bakkar Road, Plot No. 9, Lahore.
Cell: 0321-9449567



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

Complaint No. LESCO-LHR-28115-09-23

Mr. Muhammad Naseer Almehti,
O-11, H-11, Bilal City Abu Bakkar Road, Plot No. 9, Lahore.
Date: 12/11/2023

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)
11, Queens Road, Lahore.

..... Respondent

Date of Hearing: January 04, 2024

On behalf of:

Complainant: Muhammad Naseer Almehti

Respondent: Waheed Jabbar RO, LESCO

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REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11124 0105211 U)
Case No. LESCO-LHR-28115-09-23**

Decision

This decision shall dispose of the complaint filed by Mr. Muhammad Naseer Almehti (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").

The Complainant in his complaint submitted that LESCO has charged him excessive bills as per the meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on January 04, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the Complainant and the Respondent wherein the matter was discussed in detail. During the hearing, it was stated that the Complainant was being charged with excessive billing since long. The Complainant was charged upto 14545 kWh, Off-peak & 1033 kWh, peak reading index upto the month of November, 2023 whereas the actual meter reading as per snap taken on November 30, 2023 was 5444 kWh, Off-peak & 1033 kWh, peak which shows that the Complainant was charged 9101 kWh, Off-peak units excessively. Clause-6.2 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 ensures the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of Consumer is 18 kW and according to the said provisions of CSM; 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 Meter Reader and Meter Reading Section Supervisor/LS.

3. مندرجہ بالا حقائق کے پیش نظر، ایسکو کو ہدایت کی جاتی ہے کہ وہ اگلے چھ ماہ تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے میٹر کی ریکارڈنگ کرے۔

FPA اور LPS کو بھی ایڈجسٹ کر کے میٹر برائے ان غلط برتنے پر میٹر ریڈر اور ایل ایس کو ہدایت جاری کی جائے اور درج بالا احکامات پر تعمیل کی رپورٹ درج ذیل اندر پیش کی جائے۔

(Aisha Kalsoom)

Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Incharge/Additional Director (CAD)

Lahore, January 22, 2024