

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.05/3572 -2023
October 24, 2023

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

**Subject: COMPLAINT FILED BY MS. SABAH MAHMOOD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#44 11224
0150035 U)
Case No. LESCO-LHR-29638-10-23**

Please find enclosed herewith the decision of the NEPRA, dated October 24, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoop)
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 Raiwind Division, LESCO
Lahore Road Raiwind.
5. Mr. Saba Mahmood
R/O House No. 322, Block L, Johar Town, Lahore.
Cell#0300-4440399



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

Complaint No. LESCO-LHR-29638-10-23

Mr. Saba Mahmood,
R/O House No. 322, Block L, Johar Town, Lahore,
Cell#0300-4440399

..... Complainant

Versus

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

..... Respondent

Date of Hearing: October 18, 2023,

On behalf of: Ayaz Mahmood

Complainant:

Respondent: Shahid Mehboob, Addl. XEN (Raiwind), LESCO

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POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#44 11224
0150035 U)
Case No. LESCO-LHR-29638-10-23

This decision shall dispose of the complaint filed by Ms. Saba Mahmood (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 her excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on October 18, 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 2999 kWh, Off-peak & 281 kWh, Peak reading index upto the month of September, 2023 whereas the actual meter reading as per snap of September, 2023 was 1088 kWh, Off-peak & 281 kWh, Peak which shows that the Complainant was charged 1911 Off-peak units excessively. Sanctioned Load of the Consumer is 6 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.

3. مندرجہ بالا حقائق کے پیش نظر، میٹر کو دیت کی جاتی ہے کہ وہ حقائق کے مطابق اصل میٹر ریڈنگ کے مطابق درست کرے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہور اعلیٰ برتے پر متعلقہ میٹر ریڈر اور لائن سپرٹنڈنٹ کے خلاف میٹر کو تواریخ کی روشنی میں ٹھکانہ کا دہائی مل میں لائی جائے۔ درج بالا احکامات پر عمل کر کے میٹر 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, October 24, 2023

RECEIVED