

**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.05/4472 -2023  
December 27, 2023

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

**Subject: COMPLAINT FILED BY MR. MUHAMMAD TUFAIL S/O MUHAMMAD SHAFI UNDER  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING  
EXCESSIVE BILLING (REF# 45 11721 2035401 R)  
Case No. LESCO-LHR-26927-07-23**

Please find enclosed herewith the decision of the NEPRA, dated December 27, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl. As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

Copies 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 Kasur Circle LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Kasur Rural, LESCO  
Kaim Kam Road, Wapda Complex, Kasur.
5. Mr. Muhammad Tufail S/O Muhammad Shafi,  
R/O Bagga, Hathar, Post Office Hussain Khan Wala, Kasur.  
Cell#0301-4007060



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

**Complaint No. LESCO-LHR-26927-07-23**

**Mr. Muhammad Tufail,**  
R/O Bagga, Hathar, Post Office Hussain Khan Wala, Kasur.  
Cell#0301-4007060

..... **Complainant**

**Versus**

**Lahore Electric Supply Company (LESCO)**  
R/O Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** November 08, 2023,

**On behalf of:**

**Complainant:** Muhammad Tufail

**Respondent:** M. Tariq SDO, LESCO  
Ali Muhammad RO, LESCO

**Subject: COMPLAINT FILED BY MR. MUHAMMAD TUFAIL S/O MUHAMMAD SHAFI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11721 2035401 R)**  
**Case No. LESCO-LHR-26927-07-23**

**Decision**

This decision shall dispose of the complaint filed by Mr. Muhammad Tufail 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").

1. 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 November 08, 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 since long. However, concerned SDO assured that the issue of the Complainant will be resolved by next billing cycle. Later on, the Complainant submitted the bill of November 2023 which was not as per actual meter reading snap (i.e. excessively charged). The Complainant was charged upto 23610 kWh, Off-peak & 54152 kWh, peak reading index upto the month of November, 2023 whereas the actual meter reading as per snap taken on December 03, 2023 was 13876 kWh, Off-peak & 54152 kWh, peak which shows that the Complainant was charged 9734 kWh, Off-peak units excessively.

2. Clause-6.1 of Consumer Service Manual (CSM) provides the mechanism of meter reading and Clause-6.2 envisage the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 4 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 concerned Meter Reader and Meter Reading Section Supervisor/LS.

4. مندرجہ بالا حقائق کے پیش نظر، ایسکو کو ہدایت کی جاتی ہے کہ وہ اگلے ہفتہ سائیکل تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے محل کی تصحیح کرے۔ 10.00 کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہرہ دہلی برستے کے لیے حلقہ میٹرو ریڈر اور لائن سپرٹنڈنٹ کو وارننگ جاری کی جائے اور قبیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

  
(Aisha Kalsoom)  
Assistant Director (CAD)

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

Lahore, December 27, 2023

