



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.05/384/2024
March 28, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAZAR AFTAB
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING WRONG BILLING (REF# 45 11164 0045902 U)
Case No. LESCO-LHR-31612-11-23**

Please find enclosed herewith the decision of the NEPRA, dated March 28, 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 Kot Abdul Malik Division, LESCO
132 kv Green View Gird Station Motorway Inter Change, Lahore.
5. Mr. Nazar Aftab
R/O House No. 350, Block H-3, Johar Town, Lahore
Cell#0334-9696509



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

Complaint No. LESCO-LHR-31612-11-23

Mr. Nazar Aftab,
R/O House No. 350, Block H-3, Johar Town, Lahore
Cell#0334-9696509

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 07, 2024

On behalf of:

Complainant: Mr. Nazar Aftab

Respondent: Farhan Aslam, SDO, LESCO
Malik Khizar Hayat, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAZAR AFTAB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 45 11164 0045902 U)
Case No. LESCO-LHR-31612-11-23

DECISION


This decision shall dispose of the complaint filed by Mr. Nazar Aftab (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 March 07, 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. The Complainant was charged upto 16196 kWh, Off-peak & 2317 kWh, peak reading index upto the month of June, 2023 whereas the actual meter reading as per snap of June, 2023 was 9896 kWh, Off-peak & 2317 kWh, peak which shows that the Complainant was charged 6300 kWh (Off-peak) units excessively. The Complainant did not pay the excessively charged bill. Subsequently, LESCO removed the meter of the Complaint on the basis of non-payment of electricity bill. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Complainant is 15 kW, therefore, Meter Reader and the Meter Reading

Section Supervisor/LS are responsible for meter reading and percentage checking respectively. In the instant case meter reader provided legible snaps of meter reading to concerned sub division, however, excessive billing was made during the process of data entry. Sub Divisional Officer (SDO/AMO) and Meter Reading Section Supervisor/LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter reading snaps, therefore, the Complainant was charged excessive billing due to sheer negligence of meter reading section supervisor/LS and concerned SDO.

3۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بلنگ سائیکل تک اصل میٹر ریڈنگ تصور کے مطابق شکایت کنندہ کے بل کی تصحیح کرے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں اظہارِ رائے برائے متعلقہ میٹر ریڈنگ سیکشن سپروائیزر / لائن سپرنٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں تھمکنہ کارروائی کی جائے۔۔۔ فیصل 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 28, 2024