



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

TCD 05/ 1047 -2024  
March 04, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MCB BANK THROUGH  
RAO HUSNAIN, FINANCIAL CONTROL GROUP UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING  
(A/C# 24 11333 9903600).**  
**Complaint No. LESCO-LHR-25845-06-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated March 04, 2024 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above

**(Muhammad Abid)**  
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),  
NEPRA Provincial Office, 1st Floor, Link Arcade,  
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Manager (Commercial),  
LESCO, 22-A, Queen's Road, Lahore.
4. Rana Rizwan Sibghat Ullah,  
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)  
LESCO, 22a-A, Queens Road, Lahore.  
Email: [dmcs1lesco@gmail.com](mailto:dmcs1lesco@gmail.com)
5. Rao Husnain,  
Financial Control Group,  
6th Floor, MCB House, 15-Main Gulberg,  
Jail Road, Lahore.  
0323-4002020



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

**Complaint No. LESCO-LHR-25845-06-23**

**Rao Hussain,**  
R/O 6th Floor, MCB 15-Main, Gulberg, Lahore.  
Cell# 0323-4002020

.....Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** February 16, 2024

**On behalf of:**

**Complainant:** Rao Hussain

**Respondent:** Mr. Muhammad Irfan, SDO LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MCB BANK THROUGH RAO HUSNAIN, FINANCIAL CONTROL GROUP UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (A/C# 24 11333 9903600).**

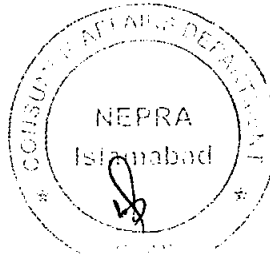
**DECISION**

This decision shall dispose of the complaint filed by MCB Bank through Rao Hussain (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. NEPRA received a complaint wherein the Complainant submitted that LESCO has charged excessive bills in contradiction to actual meter reading at site against reference No. 24113339903600. Due to this variation in meter readings, the Complainant has been charged for 213,120 units (Off-Peak) in excess till May-2023. The Complainant approached LESCO office, however, grievances of the Complainant remained unresolved. Subsequently, the Complainant approached NEPRA for correction of bills and redressal of the grievances.

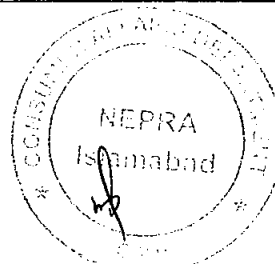
3. The matter was taken up with LESCO for submission of reports. In response LESCO submitted that LT ToU billing meter display vanished and accuracy of back up meter was within permissible limits and the Complainant was charged readings/units according to advance units recorded on back up meter, however, the billing will be shifted on backup meter in billing cycle of August, 2023. The units charged to the consumer are correct and justified and payable by the Complainant.

4. In order to arrive at an informed decision a hearing was held on February 16, 2024 at NEPRA Head Office, Islamabad wherein both the parties (LESCO and the Complainant) participated and case was discussed in detail. The Case has been analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. Following is concluded:



- (i) The Complainant is a commercial (A2-C) consumer of LESCO under reference No. 24-11333-9903600 with sanctioned load of 74 KW. According to the meter reading taken for the month of May, 2023; there was difference of 213,120 Off-Peak (excess) & -120 Peak (less) units as compared to actual meter readings at site. Interestingly, the snap reading printed on electricity bill for Off-Peak consumption was 9487 dial whereas reading charged on the electricity bill was 14815 dial which reflected difference of 5328 dial and after applying MF of 40; the excessing billing for Off-Peak consumption become 213,120 units. Subsequent to forwarding the complaint to LESCO during the month of June, 2023, M&T Department checked the meters and issue its report dated August 08, 2023 whereby billing meter of the Complainant was found display washed whereas back meter was found within permissible limits.
- (ii) LESCO vide report dated August 16, 2023 submitted that the Complainant has been charged reading/units according to advance units recorded on backup meter and further apprised that billing will be shifted on backup meter in current billing cycle i.e. August, 2023. Conversely, analysis of M&T report and electricity bills revealed that meter numbers of billing meter & backup meter are 205456 & 205433 respectively and the consumption was already being charged on backup meter bearing number 205433 before filing of complaint at NEPRA. Moreover, M&T Department has also declared the backup meter within the permissible limits i.e. (OK).
- (iii) During the hearing held on February 16, 2024 at NEPRA Head Office, Islamabad LESCO official i.e. concerned SDO apprised that after shifting the reading on back meter the Complainant is being charged for Off-Peak reading on average basis whereas peak reading is being charged as per actual reading of backup meter. As M&T Department has declared backup meter within permissible limits and consumption is already being charged to the Complainant on backup meter; then charging of consumption by LESCO for one segment (Peak) as per actual meter reading of backup meter and consumption for the other segment (Off-Peak) on average basis is not understandable. LESCO should have charged consumption in accordance with actual meter reading/snaps of backup reading.
- (iv) Moreover, according to Clause-4.3.2 of Consumer Service Manual (CSM) average consumption can only be charged if meter installation becomes defective or display is washed. In that case DISCO has to replace the meter immediately and the consumer will be charged average consumption i.e. 100% consumption of the same month of previous year or average consumption of last eleven (11) months whichever is high. In the instant case LESCO is continuously charging lumpsum consumption in off-peak hours despite the fact that no defective code has been allotted and billing meter (backup meter) has been declared within permissible limits by M&T Department vide report dated August 08, 2023. Charging of bill by LESCO in off-peak reading is sheer violation of relevant provisions of Consumer Service Manual (CSM)
- (v) According to the record made so available, LESCO had charged reading on the bill for the month of January, 2024 upto the index of 15122 (Off-Peak) & 2215 Peak dial whereas snaps printed on the bill for the same month show meter reading index as 10144 (Off-Peak) & 2215 (Peak) dial. Detail of excessive billing observed in this activity is as under:

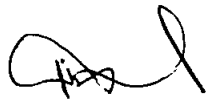
Reading charged in bill of January, 2024		Reading as per snap printed on bill of January, 2024		Difference of readings		MF	Excess units	
Off-Peak	Peak	Off-Peak	Peak	Off-Peak	Peak		Off-Peak	Peak
15122	2215	10144	2215	4978	0	40	199120	0

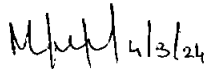



- (vi) Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.1.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Moreover, according to Clause 6.1.3 of CSM taking snapshot of meter reading is mandatory. Sanctioned load of the Consumer is 74 kW and according to the said provisions of CSM; SDO and XEN are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of the concerned SDO (Operation).

5. Foregoing in view, it has been concluded that LESCO has charged 199120 Off-Peak units in excess till the billing month of January, 2024, therefore, LESCO is directed to correct the meter reading of the Complainant by next billing cycle as per the actual meter reading snap of backup meter which has already been declared billing meter by LESCO and display washed (previous billing meter) be replaced immediately. Excessive amount paid and applicable LPS/FPA (if any) be adjusted in next billing cycle(s). Moreover, disciplinary action under LESCO rules be taken against the concerned SDO for negligence and XEN be directed to ensure percentage checking to avoid excessive billing. Compliance report in this regards be submitted within thirty (30) days.

6. مندرجہ بالا حقائق کے پیش نظر یہ نتیجہ اخذ کیا جاتا ہے کہ لیسکو نے بلنگ ماہ جنوری 2024 تک 199120(Off-Peak) یونٹس اضافی چارج کیے، لہذا لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بلنگ سائیکل تک بیک اپ میٹر (جسے لیسکو نے پہلے ہی بلنگ میٹر قرار دے دیا ہے) کی ریڈنگ تصویر کے مطابق شکایت کنندہ کے بل کی تصحیح کرے، خراب میٹر (display washed) کو فوراً تبدیل کرے۔ ادا کی گئی اضافی رقم، FPA اور LPS (اگر کوئی ہو تو) کو بھی ایڈجسٹ کرے۔ مزید برآں، لاپرواہی برتنے پر متعلقہ ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے اور متعلقہ انجین کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ تعمیل کی رپورٹ تیس (30) دنوں کے اندر پیش کی جائے۔

  
(Lashkar Khan Qambrani)  
Member Consumer Complaints Tribunal  
Director Consumer Affairs

  
(Moqeeem-ul-Hassan)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

  
(Naweed Illahi Shaikh)  
Convener Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, March 04, 2024

