



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.05/1111-2024
March 6, 2024

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

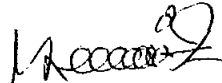
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11743 0482403 R, 45 11743 0482504 R, 45 11743 0482705 R, 45 11743 0482203 R).**
LESCO-LHR-33508 01-24

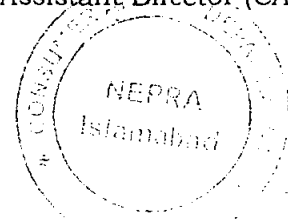
Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated March 06, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Engr. Dr. Bilal Masood,
Incharge/Additional Director (CAD),
54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Muhammad Iqbal,
R/O Muhammad Hanif R/O Dakhana Khass,
Baghiana Kalan, Tehsil Pattoki, Kasur
Cell#0332-4346500


(Muhammad Abid)
Assistant Director (CAD)



For follow-up, please



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

Complaint No. LESCO-LHR-33508-01-24

Mr. Muhammad Iqbal,

R/O Muhammad Hanif R/O Dakhana Khass,
Baghiana Kalan, Tehsil Pattoki, Kasur
Cell#0332-4346500

.....Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... Respondent

Date of Hearing: January 31, 2024

On behalf of:

Complainant: Muhammad Iqbal

Respondent: Mehmood Jamil, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11743 0482403 R, 45 11743 0482504 R, 45 11743 0482705 R, 45 11743 0482203 R)**

DECISION

This decision shall dispose of the complaint filed by Muhammad Iqbal (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 as compared to actual meter reading at site. The Complainant approached LESCO office but the issue remained unresolved, therefore, the Complainant approached NEPRA for redressal of his grievances.

3. The matter was taken up with LESCO for submission report and thereafter in order to probe further into the matter, a hearing was held on January 31, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (LESCO & the Complainant) wherein the parties advanced their arguments.

4. The case has been examined in detail in the light of the written/verbal arguments of the parties, documents placed on record and applicable law. The following has been concluded:

(i) The Complainant is an agricultural consumer of LESCO and four connections are installed under reference No. 45117430482403R, 45117430482504R, 45117430482705R & 45117430482203R at different sites. Detail of excessive billing in lieu of difference of meter readings on electricity bills and actual consumption as per meter reading snaps is as follows:

(a) **45 11743 0482403 R.** The connection is installed in the name of Rana Hamid Raza s/o Muhammad Yameen whereby the Complainant was charged upto 93727 kWh Off-Peak & 4866 kWh Peak reading index upto the month of January, 2024 whereas the actual meter reading as per snap taken on January 31, 2024 was 27344 kWh Off-Peak & 4866 kWh Peak. In this way the Complainant was charged 66383 Off-Peak units excessively. Sanctioned load of the consumer is 15 kW and meter reader is responsible for taking correct meter reading.



- (b) **45 11743 0482504 R.** The connection is installed in the name of Mr. Sabir Hussain s/o Nizam Din. The Complainant was charged upto 126952 kWh Off-Peak & 21402 kWh Peak reading index upto the month of January, 2024 whereas the actual meter reading as per snap taken on January 30, 2024 was 94202 kWh Off-Peak & 21402 kWh Peak. In this way, the Complainant has been charged 32750 Off-Peak units in excess. Sanctioned load of the consumer is 7 kW and according to relevant provisions of CSM meter reader is responsible for correct meter reading.
- (c) **45 11743 0482705 R.** The connection is installed in the name of Mr. Shoukat Ali s/o Qasii Ali. In this case the Complainant was charged upto 72754 kWh Off-Peak & 6146 kWh Peak reading index upto the month of January, 2024 whereas the actual meter reading as per snap taken on January 30, 2024 was 28848 kWh Off-Peak & 6146 kWh Peak which shows that the Complainant has been charged 43906 Off-Peak units excessively. Sanctioned load of the consumer is 11 kW and meter reader is responsible for taking correct reading.
- (d) **45 11743 0482203 R.** The connection is installed on the name of Mr. Abdul Latif s/o Siraj Din. The Complainant was charged upto 104312 kWh Off-Peak & 15267 kWh Peak reading index upto the month of January, 2024 whereas the actual meter reading as per snap taken on January 30, 2024 was 75390 kWh Off-peak & 15267 kWh Peak, which shows that the Complainant was charged 28922 Off-Peak units in excess. Sanctioned load of the consumer is 7.46 kW and meter reader is responsible for taking correct meter reading.
- (ii) Clause 6.1 of Consumer Service Manual (CSM) provides the mechanism for meter reading whereby Clause 6.2 envisages the procedure for percentage checking to ensure accuracy of meter reading. According to the sanctioned load of all above connections 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 Division Incharge (SDO/AMO) and 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 sections supervisor/LS and concerned SDO.
- (iii) **Special Note for CEO LESCO.** Chief Executive Officer (CEO) LESCO is required to take notice of maladministration on part of field formations and necessary strict measure be taken against the delinquent officials.

5- مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بلنگ سائیکل تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے بل کی تصحیح کرے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہر دہائی برتنے پر متعلقہ لائن سپر انڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں تھکنہ کارروائی کی جائے۔۔۔ تفصیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)

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

(Naweed Hlaft Shaikh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, March 06, 2024

