



# 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

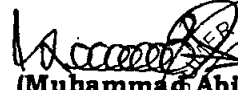
1437  
TCD.05/ -2024  
March 22, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. ANEELA BASHIR W/O ALI RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11162 9030901 U)**  
Case No. LESCO-LHR-32898-12-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated March 22, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(CAD)

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. S.E 1st Circle LESCO,  
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
5. XEN Kot Abdul Malik Division, LESCO  
132 kv Green View Grid Station Motorway Inter Change, Lahore.
6. Ms. Aneela Bashir W/O Ali Raza,  
R/O Nabi Pur, Post Office Khan Pur,  
Tehsil Ferozewala, District Sheikhupura.  
Cell#0333-4005018



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

**Complaint No. LESCO-LHR-32898-12-23**

**Ms. Aneela Bashir,**  
R/O Nabi Pur, Post Office Khan Pur,  
Tehsil Ferozewala, District Sheikhupura.  
Cell#0333-4005018

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** January 11, 2024

**On behalf of:**

**Complainant:** Mr. Ali Raza

**Respondent:** Mr. Tehzeeb Ul Hasnain, SDO, LESCO  
Mr. Khizar Hayat, RO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. ANEELA BASHIR W/O ALI RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11162 9030901 U)**

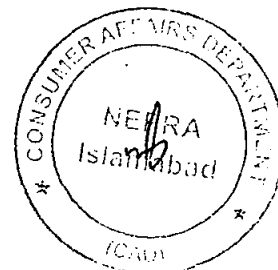
**Decision**

This decision shall dispose of the complaint filed by Ms. Aneela Bashir (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 submitted that LESCO charged excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on January 11, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the Complainant was charged upto 51484 kWh, Off-Peak & 4017 kWh, Peak reading index upto the month of December, 2023 whereas the actual meter reading as per snap taken on January 04, 2023 was 17718 kWh, Off-Peak & 4017 kWh, Peak which shows that the Complainant was charged 33766 kWh, Off-peak units excessively.

3. 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 Consumer is 25 kW and according to the said provisions of CSM; Meter Reading Section Supervisor/LS and SDO are responsible for meter

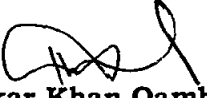
*Complaint No LESCO-LHR-32898-12-23*

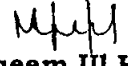



Page 1 of 2

reading of such consumers and percentage checking respectively. In the instant case meter reader (Meter Reading Section Supervisor/LS) took accurate snaps of meter reading which are available on electricity bill for the month of January, 2024, however, bill was not prepared/processed according to the reading of snaps printed on bill. 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.

4. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بنگ 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 غفلت برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر/لائسنس ہولڈر اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

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

  
(Moqem Ul Hassan)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

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

22/03/24

CONSUMER AFFAIRS DEPARTMENT  
NEPRA  
Islamabad  
(CAD)

Islamabad, March 22, 2024