



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/ ¹³⁰⁰ -2024
March 15, 2024

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

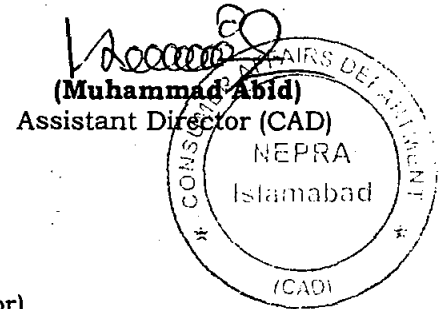
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY IMRAN MANZOOR
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11151
0492000 U)**
LESCO-LHR-26959-07-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated March 15, 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),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghat Ullah,
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 Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah,
Near Butt Sweets, Lahore.
6. Mr. Imran Manzoor
R/O Chowk Chah Motian Khokhar Road,
Badami Bagh, Lahore.
Cell#0322-7156057





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

Complaint No. LESCO-LHR-26959-07-23

Mr. Imran Manzoor,
R/O Chowk Chah Motian Khokhar Road, Badami Bagh, Lahore.
Cell#0322-7156057

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: January 30, 2024

On behalf of:

Complainant: Mr. Imran Manzoor

Respondent: Mr. Fizan Riaz Butt, Additional Manager (Op), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY IMRAN MANZOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11151 0492000 U) Case No. LESCO-LHR-26959-07-23**

Decision

This decision shall dispose of the complaint filed by Imran Manzoor (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").

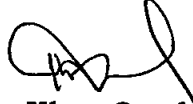
2. The Complainant in his complaint submitted that LESCO has charged excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on January 30, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the Complainant was charged upto 80088 kWh (Off-Peak) & 16661 kWh (Peak) reading index upto the month of December, 2023 whereas the actual meter reading as per snap taken on January 01, 2024 was 50821 kWh (Off-Peak) & 16661 kWh (Peak) which shows that the Complainant was charged 29267 kWh (Off-Peak) units excessively.

3. In view of the above, please note, Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 8 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. In the instant case meter reader provided legible snaps of meter reading to concerned sub division, however, excessive bills were issued on the basis of incorrect data entry in the system. Sub Division Incharge (SDO/AMO) and LS/ Meter Reading Section

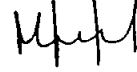


Supervisor are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter reading snaps, therefore, the Complainant was charged excessive billing due to sheer negligence of meter reading sections supervisor/LS and concerned SDO.

3۔ 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، لاہور ایس برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائزر / لائن سپرٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے۔۔۔ فیمل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



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



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



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

Islamabad, March 15, 2024

