



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**


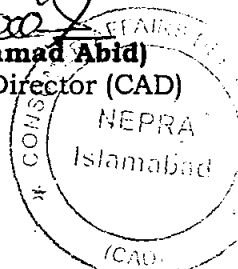
TCD.05/1301-2024
March 15, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVID
NAWAZ & USMAN NAWAZ UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING
(REF24 11263 9000169 U)**
Case No. LESCO-LHR-34598-02-24

Please find enclosed herewith the decision of 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


(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. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
5. XEN Shahpur Division, LESCO
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
6. Mr. Javid Nawaz & Usman Nawaz
R/O A.N. Engineering, 19 K.m, Multan Road, Lahore.
Cell#0321-3441001



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

Complaint No. LESCO-LHR-34598-02-24

Mr. Javed Nawaz and Usman Nawaz,
R/O A.N. Engineering, 19 K.m, Multan Road, Lahore.
Cell#0321-3441001

..... **Complainants**

Versus

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

..... **Respondent**

Date of Hearing: February 29, 2024

On behalf of:

Complainant: Mr. Mubashar Hussain

Respondent: Mr. Asif Javed, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVID NAWAZ & USMAN NAWAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF24 11263 9000169 U)

Decision

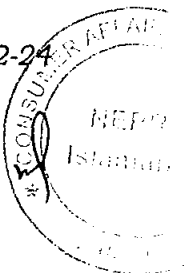
This decision shall dispose of the complaint filed by Mr. Javid Nawaz & Usman Nawaz (hereinafter referred to as "the Complainants") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainants 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 February 29, 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 Complainants were charged upto 26604 kWh (Off-Peak) & 984 kWh (Peak) reading index upto the month of January, 2024. In order to arrive at informed decision LESCO & the Complainants were directed to provide latest snaps of meter readings. As per snaps provided by the Complainants on March 06, 2024 meter reading was 26124 kWh (Off-Peak) & 997 kWh (Peak) units which shows that the Complainants have been charged 480×80 (Multiplying Factor) = 38400 kWh (Off-Peak) units excessively. Moreover, the Complainant also raised observation regarding non-adjustment of the exported units.

3. Clause 6.1 of Consumer Service Manual (CSM) provides mechanism for meter reading whereby Clause 6.2 envisages the procedure for percentage checking to ensure accuracy of meter reading. Moreover, Clause 6.1.3 of CSM provides that taking snapshot of meter reading is mandatory. Sanctioned load of the Complainant is 180 kW and according to the said provisions of CSM; SDO and XEN are responsible for meter reading of such

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Complaint No. LESCO-LHR-34598-02-24



consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of SDO (Operation).

4۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بیلنگ 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 اور نیٹ میٹرنگ کے ایکسپورٹڈ یونٹس کو بھی ایڈجسٹ کیا جائے۔ مزید برآں غفلت برتنے پر متعلقہ ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں حکمانہ کارروائی کی جائے اور متعلقہ اسکیمین کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ 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)

Islamabad, March 15, 2024

