



# 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.05/1312-2024  
March 15, 2024

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

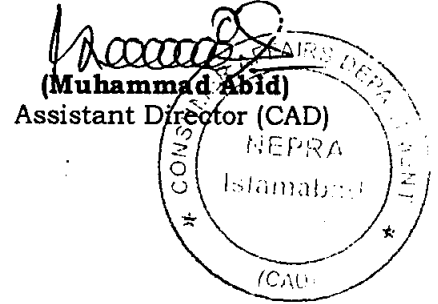
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY RANA AHMED NAWAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF24 11263 9000177 U)**  
Case No. LESCO-LHR-34597-02-24

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, 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. Rana Ahmed 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-34597-02-24**

**Rana Ahmad Nawaz,**  
R/O A.N. Engineering, 19 K.m, Multan Road, Lahore.  
Cell#0321-3441001

..... Complainant

**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 RANA AHMED NAWAZ  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING EXCESSIVE BILLING (REF24 11263 9000177 U)**

**Decision**

This decision shall dispose of the complaint filed by Rana Ahmad Nawaz (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 him 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 Complainant was charged upto 9353 kWh (Off-Peak & 473 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 Complainant on March 06, 2024 meter reading was 9028 kWh (Off-Peak) & 473 kWh (Peak) units which shows that the Complainant has been charged  $325 \times 160$  (Multiplying Factor) = 52000 kWh (Off-Peak) units excessively.

3. 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. Moreover, Clause 6.1.3 of CSM provides that taking snapshot of meter reading is mandatory. Sanctioned load of the Complainant is 360 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 SDO (Operation).

4۔ 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 غفلت برتنے پر متعلقہ ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمانہ کارروائی کی جائے اور متعلقہ انجینئرس 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)

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

Islamabad, March 15, 2024

