



**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**

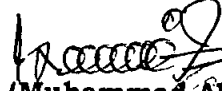
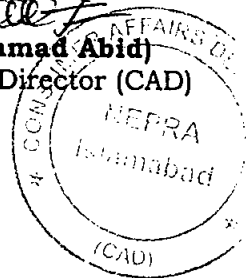
TCD.05/ <sup>1365</sup> -2024  
March 20, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAR AHMAD BAJWA S/O SHAHID PERVEZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11741 0485802 R)**  
**Case No. LESCO-LHR-29063-09-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal, dated March 20, 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,  
Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA),  
LESCO, 22-A, Queens Road, Lahore.
4. S.E Kasur Circle LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
5. XEN Phool Nagar Division, LESCO  
WAPDA Colony Phool Nagar.
6. Mr. Waqar Ahmad Bajwa S/O Shahid Pervez  
R/O Lukhan Kay Bangoor, Tehsil Pattoki, Kasur  
Cell#0300-0098887



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

**Complaint No. LESCO-LHR-29063-09-23**

**Mr. Waqar Ahmad Bajwa,**  
R/O Lukhan Kay Bangoor, Tehsil Pattoki, Kasur  
Cell#0300-0098887

.....Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** January 31, 2024

**On behalf of:**

**Complainant:** Mr. Aftab Ahmad Bajwa

**Respondent:** Mr. Mehmood Jamil, SDO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAR AHMAD BAJWA S/O SHAHID PERVEZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11741 0485802 R)**

**Decision**

This decision shall dispose of the complaint filed by Mr. Waqar Ahmad Bajwa (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 31, 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 97959 kWh, Off-Peak & 13388 kWh, Peak reading index upto the month of January, 2024 whereas the actual meter reading as per snap taken on February 02, 2024 was 54022 kWh, Off-peak & 13388 kWh, peak which shows that the Complainant was charged 43937 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. According to the sanctioned load (7.4 KW) 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



ing to concerned sub division, however, excessive billing was made during the process data entry. 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 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، لاہروائی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر / لائن سپرنٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں حکمانہ کارروائی کی جائے۔۔ 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 20, 2024

