



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/ 1366 -2024
March 20, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAHEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#45 11741 0489405 R)**
Case No. LESCO-LHR-27333-08-23

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

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

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. Muhammad Faheem
R/O Kamogil, Phool Nagar, Kasur.
Cell#0321-4939119



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

Complaint No. LESCO-LHR-27333-08-23

Mr. Muhammad Faheem,
R/O Kamogil, Phool Nagar, Kasur.
Cell#0321-4939119

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: November 28, 2023

On behalf of:

Complainant: Mr. Muhammad Faheem

Respondent: Mr. Suleman Akbar, SDO, (Pattoki), LESCO
Mr. Haroon Ahmed, RO, (Phool Nagar), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAHEEM
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
EXCESSIVE BILLING (REF#45 11741 0489405 R)**

Decision

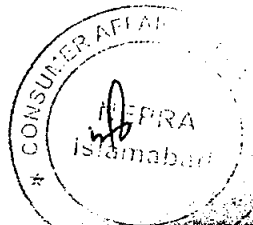
This decision shall dispose of the complaint filed by Mr. Muhammad Faheem (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 November 28, 2023 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 38543 kWh, Off-Peak & 4376 kWh, Peak reading index upto the month of October, 2023 whereas the actual meter reading as per snap of October, 2023 was 25061 kWh, Off-Peak & 4376 kWh, Peak which shows that the Complainant was charged 13482 kWh (Off-peak) units excessively. Sanctioned load of the Consumer is 12 kW.

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 of the connection, 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 reading to concerned sub division, however, excessive billing was made during the process of data entry.

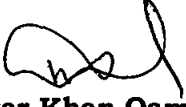
Complaint No LESCO-LHR-27333-08-23

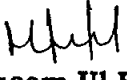
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Sub Division Incharge (SDO/AMO) and LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter reading snaps, therefore, the Complainant was charged excessive billing due to sheer negligence of meter reading sections 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، لا پرواہی برتنے پر متعلقہ لائن سپرٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے۔
- تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔


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


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


(Naweed Inaah Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)
20/03/24
NEPRA
Islamabad
(CAD)

Islamabad, March 20, 2024