



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/ ¹³⁸⁶ -2024
March 20, 2024

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

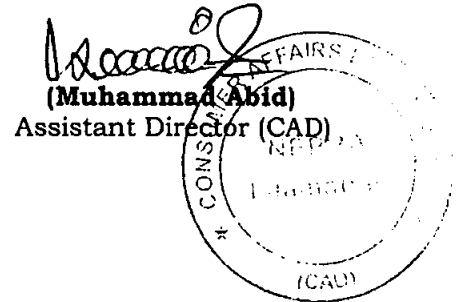
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UMAIR AHAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING CORRECTION OF BILL (REF# 46 11264
1301445 U)**
Case No. **LESCO-LHR-21566-04-23**

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

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Rana Rizwan Sibghat Ullah,
Incharge Central Complaint Cell LESCO,
(Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Shahpur Division, LESCO
132kv Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Umair Ahad S/O Abdul Ahad,
R/O Johar Town, House No. 6,
Muhallah Farooq Avenue, New Campus, Lahore.
Cell# 0321-6628888





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-21566-04-23

Mr. Umair Ahad,
R/O Johar Town, House No. 6,
Muhallah Farooq Avenue, New Campus, Lahore.
Cell# 0321-6628888

... Complainant

Versus

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

.... Respondent

Date of Hearing: January 04, 2024

On behalf of:

Complainant: Umair Ahad

Respondent: Mr. Ar-jad Hussain, Addl. XEN Shahpur, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UMAIR AHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (REF# 46 11264 1301445 U)

Decision

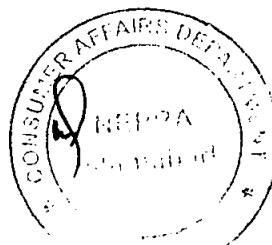
This decision shall dispose of the complaint filed by Mr. Umair Ahad (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 04, 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 121886 kWh (Off-Peak) & 16059 kWh (Peak) reading index upto the month of November, 2023 whereas the actual meter reading as per snap taken on December 05, 2023 was 102003 kWh (Off-Peak) & 16059 kWh (Peak) units which shows that the Complainant was charged 19883 kWh (Off-Peak) units excessively.

3. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM, taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 38 kW and

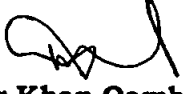
Complaint No LESCO-LHR-21566-04-23

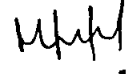
Page 1 of 2




according to the said provisions of CSM; Meter Reading Section Supervisor/LS and concerned SDO are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of the concerned Meter Reading Section Supervisor/LS.

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، لاہور دہائی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائزر/لائسنس ہولڈر کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے اور متعلقہ ایس ڈی او کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ فیمل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔


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


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


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

Islamabad, March 20, 2024

