



**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**

1383  
TCD.05/ -2024  
March 21, 2024

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

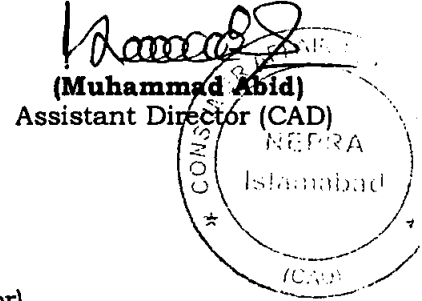
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AASHIQ HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (A/C#46 11153 0257207)**  
**Case No. LESCO-NHQ-27995-08-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated March 21, 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 1st Circle LESCO,  
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
5. XEN Badami Bagh Division, LESCO  
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
6. Mr. Aashiq Hussain,  
R/O Plot No. 14, Scheme No. 02, Wasan Pura, Lahore.  
Cell#0309-8502965





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

**Complaint No. LESCO-NHQ-27995-08-23**

**Mr. Aashiq Hussain,**

R/O Plot No. 14, Scheme No. 02, Wasan Pura, Lahore.

Cell#0309-8502965

..... **Complainant**

**Versus**

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** January 30, 2024

**On behalf of:**

**Complainant:** Hafiz Kashif Ali

**Respondent:** Mr. Fizan Riaz Butt, Additional Manager (Op), LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AASHIQ HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (A/C#46 11153 0257207)**

**DECISION**

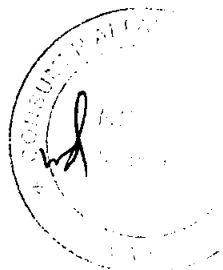
This decision shall dispose of the complaint filed by Mr. Aashiq Hussain (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 30, 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 62664 kWh (Off-Peak) & 8184 kWh (Peak) reading index upto the month of December, 2023 whereas the actual meter reading as per snap taken on January 04, 2024 was 52235 kWh (Off-Peak) & 8184 kWh (Peak) which shows that the Complainant was charged 10429 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 Complainant is 5 KW, therefore, 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. Sub Divisional Officer (SDO/AMO) and Meter Reading Section Supervisor/LS

Complaint No. LESCO-NHQ-27995-08-23

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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، لاہر واپی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر / لائن سپرنٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے۔۔ فیصل 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 Mahi Shaikh)

Convener Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, March 21, 2024

