



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**

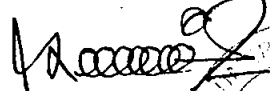
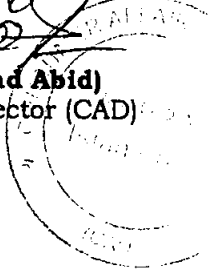
1384
TCD.05/ -2024
March 21, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN WALEED TAHIR
C/O INSHA INDUSTRIES (PVT) LTD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF# 24 11161 2400240 U)
Case No. LESCO-LHR-28540-09-23**

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


(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 (CAD)
54-B, Link Arcade, 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 Qader Jilani Road, Lahore.
5. XEN Kot Abdul Malik Division, LESCO
132 kv Green View Gird Station Motorway Inter Change, Lahore.
6. Mr. Mian Waleed Tahir
C/O Insha Industries (Pvt) Ltd
R/O Zahid Town, 13-KM Sheikhpura Road,
P.O Kot Abdul Malik, Lahore
Cell # 042-37164527



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No LESCO-LHR-28540-09-23

Mr. Mian Waleed Tahir

..... Complainant

C/O Insha Industries (Pvt) Ltd
R/O Zahid Town, 13-KM Sheikhpura Road,
P.O Kot Abdul Malik, Lahore
Cell # 042-37164527

Versus

Lahore Electric Supply Company (LESCO)

..... Respondent

22-A, Queens Road, Lahore.

Date of Hearing: January 11, 2024

On behalf of:

Complainant: Mr. Ghulam Murtaza

Respondent: Mr. Tehzeeb Ul Hasnain, SDO, LESCO

Mr. M. Khizar Hayat, RO, LESCO

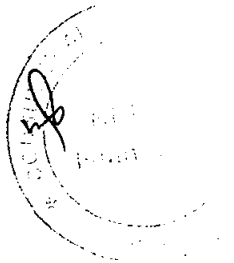
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN WALEED TAHIR
C/O INSHA INDUSTRIES (PVT) LTD UNDER SECTION 39 OF THE
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ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF# 24 11161 2400240 U)**

Decision

This decision shall dispose of the complaint filed by Mian Waleed Tahir (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").

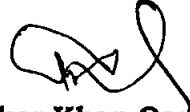
2. The Complainant submitted that LESCO charged excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on January 11, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the Complainant was charged upto 22699 kWh, Off-Peak & 4311 kWh, Peak reading index upto the month of December, 2023 whereas the actual meter reading as per snap taken on January 02, 2023 was 22019 kWh, Off-Peak & 4311 kWh, Peak which shows that the Complainant was charged 680*160 (Multiplying Factor) = 108800 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 487 kW and according to the said provisions of CSM; SDO and XEN are responsible for meter reading of such consumers and

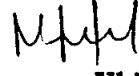


and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of the concerned SDO (Operation).

4. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بنگ 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 برستے پر متعلقہ ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے اور متعلقہ اکیسین کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



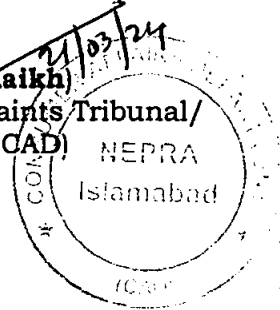
(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)



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



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



Islamabad, March 21, 2024