



**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**

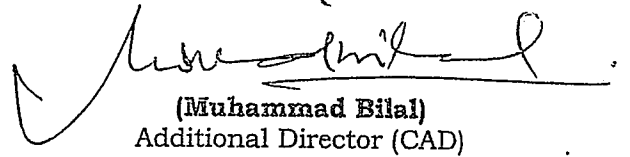
TCD.05/ <sup>658</sup> -2024  
February 7, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY PROF. MUHAMMAD AYUB S/O MIAN MOULA BUKHSH THROUGH HAJI MUHAMMAD RAZZAQ GUJJAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11262 0873703 U)  
Case No. LESCO-LHR-29062-09-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated February 7, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
(Muhammad Bilal)  
Additional 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, GECH Society, Phase-3, Model Town, Link Road,  
Lahore.
3. Mrs. Masooma Adil,  
Manager/Incharge Central Complaint Cell LESCO,  
(Focal Person, NEPRA),  
LESCO, 22-A, Queens Road, Lahore.
4. S.E 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship,  
Lahore.
5. XEN Shahpur Division, LESCO  
132kV Grid Station, Chung 20-KM Multan Road,  
Lahore.
6. Prof. Muhammad Ayoob S/O Mia Mula Buksh  
Through Haji Muhammad Razzaq  
R/O Jamia Masjid Shaheedin, Near Raiwind Road,  
Lahore.  
Cell#0300-2617899



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

**Complaint No. LESCO-LHR-29062-09-23**

**Mr. Muhammad Ayub,**  
R/o Jamia Masjid Shaheedin,  
Near Raiwind Road, Lahore.  
Cell#0300-2617899

... Complainant

**Versus**

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

.... Respondent

**Date of Hearing:** January 04, 2024

**On behalf of:**

**Complainant:** Qari Abdul Rauf

**Respondent:** Mr. Amjad Hussan Additional XEN, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY PROF. MUHAMMAD AYUB S/O MIAN MOULA BUKHSH THROUGH HAJI MUHAMMAD RAZZAO GUJJAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11262 0873703 U)


**DECISION**


This decision shall dispose of the complaint filed by Mr. Muhammad Ayub (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 in his complaint submitted that LESCO charged him 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 4765 kWh, Off-peak & 475 kWh, peak reading index upto the month of November, 2023 whereas the actual meter reading as per snaps submitted by the Complainant on January 04, 2023 was 1307 kWh, Off-peak & 476 kWh, peak which shows that the Complainant was charged  $3458 \times 20$  (Multiplying Factor) = 69160 kWh, Off-peak units excessively. Furthermore, there is no explicit details of the exported units, leaving a crucial aspect unaddressed. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Moreover, clause 6.1.3 of CSM provides that taking snapshots of meter reading is mandatory. CSM also provides for print of detail

of exported units on the bills. Sanctioned load of the Consumer is 33kW and according to the said provisions of CSM; SDO and Meter Reading Section/ LS 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 SDO and XEN.

3. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ؛
- (الف) 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
- (ب) مزید برآں شکایت کنندہ کے ایکسپورٹ پوٹنس کو بھی بل میں ایڈجسٹ کیا جائے۔
- (ج) غفلت برتنے پر متعلقہ لائن سپرٹنڈنٹ کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے۔ متعلقہ ایس ڈی او کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔
- (د) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

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

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

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

Islamabad, February, 02, 2024