



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

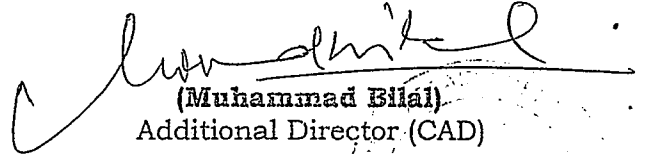
TCD.05/ 059 -2024
February 7, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHOUKAT ALI S/O MR. TAJ DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11743 0473900 R).
LESCO-LHR-14372-07-22

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. Mrs. Masooma Adil,
Manager/Incharge Central Complaint Cell LESCO,
(Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,
WAPDA Complex, Kasur.
4. XEN Phool Nagar Division, LESCO
WAPDA Colony, Phool Nagar.
5. Mr. Shoukat Ali,
R/O House No. 6, Shareef Street,
Kharak Multan Road, Lahore.
Cell # 0300-4644580



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

Complaint No. LESCO-LHR-14372-07-22

Mr. Shoukat Ali,
R/O House No. 6, Shareef Street,
Kharak Multan Road,
Lahore.

..... Complainant

Versus

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

..... Respondent

Date of Hearing: October 23, 2023,

**On behalf of
Complainant:** Shoukat Ali

Respondent: Haroon Ahmad, RO (Phool Nagar), LESCO

Subject: COMPLAINT FILED BY MR. SHOUKAT ALI S/O TAJ DIN UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF# 45 11743 0478900 R).

DECISION

This decision shall dispose of the complaint filed by Mr. Shoukat Ali (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 has 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 October 23, 2023 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it revealed that the Complainant was being charged with excessive billing. The Complainant was charged upto 200294 kWh, Off-peak & 9585 kWh, Peak reading index upto the month of September, 2023 whereas the actual meter reading as per snap of September, 2023 was 101278 kWh, Off-peak & 9585 kWh, Peak which shows that the Complainant was charged 99016 Off-peak units excessively. Sanctioned Load of the Consumer is 11.19 kW. Clause 6.1.2 and Clause 6.2.1 of Consumer Service Manual (CSM) provides that Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively. Moreover, taking snaps of meter reading is mandatory in accordance with Clause-6.1.3 of CSM. The Complainant was charged excessive billing due to sheer negligence of concerned Meter Reader and Line Superintendent.

3. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کا بل اصل میٹر ریڈنگ کے مطابق درست کرے اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لا پرواہی برتنے پر متعلقہ میٹر ریڈر کے خلاف لیسکو قوانین کی روشنی میں حکمانہ کارروائی عمل میں لائی جائے۔ سیکشن سپروائزر / لائن سپرنٹنڈنٹ کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ درج بالا احکامات پر عمل کر کے تیسری 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 Illahi Shaikh) 07/02/24
Convener Consumer Complaints Tribunal /
Director General (CAD)

Islamabad, February 07, 2024