



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/ 631 -2024
February 9, 2024

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

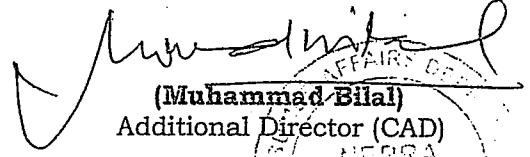
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHEIKH NAUMAN UL HAQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11263 9000200 U)
LESCO-LHR-29314-10-23

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

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 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. Sheikh Nauman-Ul-Haque
20-Kilometers Multan Road,
Near Shabab Studios, Chuhng, Lahore
Cell#0300-8488078


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
TCD/05



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-29314-10-23

Sheikh Nauman Ul Haque,
R/O 20 Kilometers Multan Road,
Near Shabab Studios, Chuhng, Lahore.
Cell#0300-8488078

..... Complainant

Versus

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

..... Respondent

Date of Hearings: January 04, 2024

On behalf of:

Complainant: Sheikh Nauman Ul Haque

Respondent: Amjad Hussain Additional XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SHEIKH NAUMAN UL HAQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11263 9000200 U).


Decision

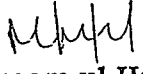
This decision shall dispose of the complaint filed by Mr. Sheikh Nauman ul Haque (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 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 being charged with excessive billing. LESCO official (i.e. Additional XEN) assured that the bill will be corrected as per actual meter reading snap by next billing cycle. Later on, the Complainant approached NEPRA again on January 10, 2024 and informed that he has received the bill of December 2023 which is also excessive. The Complainant was charged upto 30367 kWh, Off-peak & 5473 kWh, peak reading index upto the month of December, 2023 whereas the actual meter reading as per snap provided by the Complainant on January 10, 2024 was 28371 kWh, Off-peak & 5469 kWh, peak which shows that the Complainant was charged $1996 \times 80 (\text{Multiplying Factor}) = 159680$, Off-peak and $4 \times 80 (\text{Multiplying Factor}) = 320$ kWh, Peak units excessively. The said excessive bill has been paid by the Complainant. Snaps of metering pasted on electricity bills are also not clear. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading whereby 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 snapshot of meter

reading is mandatory. Sanctioned load of the Consumer is 175 kW and according to the said provisions of CSM; SDO and XEN 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 (Operation).

3- 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 LPS اور FPA کو بھی ایڈجسٹ کرے۔ مزید برآں، لاپرواہی برتنے پر متعلقہ ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے اور متعلقہ انجینئرز کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ قیام 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 Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, February 07, 2024