



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**

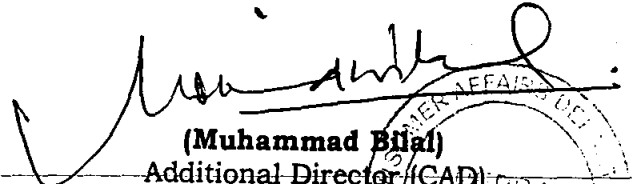
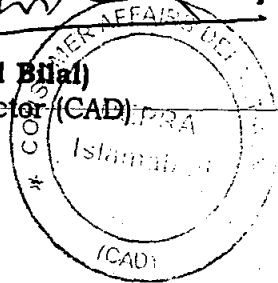
2700
TCD.05/ -2024
June 12, 2024

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

Subject: **COMPLAINT FILED BY MR. SHAHID MUMTAZ UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF# 45 11741 0492000 R)
LESCO-LHR-33208-01-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated June 12, 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. C.E/Customer Services Director
LESCO, 22-A, Queens 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 Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
5. XEN Phool Nagar Division, LESCO
WAPDA Colony Phool Nagar.
6. Mr. Shahid Mumtaz S/O Mumtaz Ahmad
R/O Lamby Jagir (Gulzar Jagir),
Dakahana Khass, Tehsil Pattoki, District Kasur
Cell#0300-8508732

Please follow up with LESCO



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

Complaint No. LESCO-LHR-33208-01-24

Mr. Shahid Mumtaz,

R/O Lamby Jagir (Gulzar Jagir),
Dakahana Khass, Tehsil Pattoki, District Kasur
Cell#0300-8508732

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 21, 2024

On behalf of: Mr. Tariq Mahmood

Complainant:

Respondent: Mr. Haroon Ahmed, RO, LESCO

**Subject: COMPLAINT FILED BY MR. SHAHID MUMTAZ UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF# 45 11741 0492000 R)**

DECISION

This decision shall dispose of the complaint filed by Mr. Shahid Mumtaz (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. Brief facts of the case are that the Complainant in complaint submitted that LESCO has 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 March 21, 2024 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 was revealed that the Complainant was charged upto 98967 kWh, Off-peak & 7660 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap of February, 2024 was 54422 kWh, Off-peak & 7660 kWh, peak which shows that the Complainant was charged 44545 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 7.46 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 visible 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

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Supervisor/LS 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. Foregoing in view, LESCO is directed to correct the bill of the Complainant in accordance with actual meter reading at site within next billing cycle and LPS/FPA be adjusted accordingly. Moreover, disciplinary action be taken against Sub Divisional Officer (SDO/AMO) and Meter Reading Section Supervisor/LS in accordance with LESCO rules. Compliance report be submitted within fifteen (15) days.

-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، لاپرواہی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر / لائن سپرنٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے۔۔۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Moqem ul Hassan)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 12, 2024

