



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**

2701
TCD.05/ -2024
June 12, 2024

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

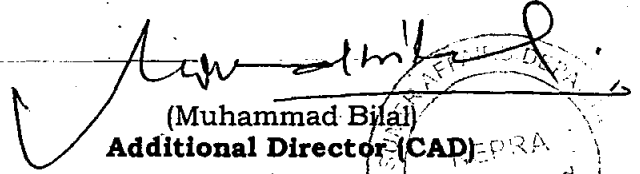
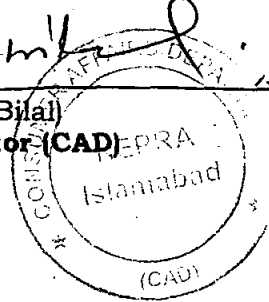
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SARFARAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11741 0492300 R)**
LESCO-LHR-33207-01-24

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

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


(Muhammad Bilal)
Additional Director (CAD)


Please follow up with LESCO



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

Complaint No. LESCO-LHR-33207-01-24

Mr. Muhammad Sarfaraz,
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: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SARFARAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 45 11741 0492300 R).

DECISION

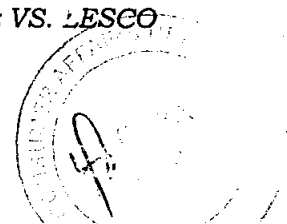
This decision shall dispose of the complaint filed by Mr. Muhammad Sarfaraz (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant submitted that LESCO charged 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 March 21, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (LESCO and the Complainant) wherein the case was discussed in detail. During the hearing, it was revealed that the Complainant was charged upto 155808 kWh, Off-peak & 18761 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap of February, 2024 was 100617 kWh, Off-peak & 18761 kWh, peak which shows that the Complainant was charged 55191 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/correct 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 Supervisor/LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance

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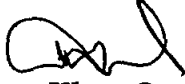
NEPRA CRC Decision - LESCO-LHR-33207-0-24: Mr. M. Sarfaraz VS. LESCO

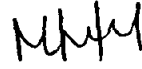


with the meter reading snaps, therefore, the Complainant was charged excessive billing due to sheer negligence of meter reading section supervisor/LS and concerned SDO.

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 بیلنگ 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 واپسی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر/لائسنس ہولڈر 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)


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


(Naveed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 12, 2024

