



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**

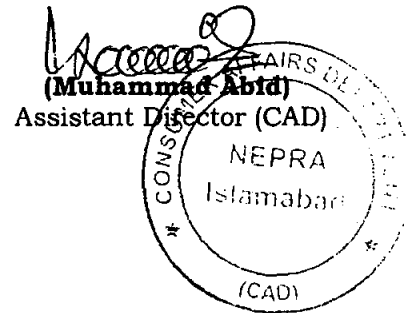
TCD.05/1761 -2024
April 17, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAJJAD HAIDER
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 24 11164 0005700 R)
LESCO-LHR-20945-03-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated April 17, 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) Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
- 3) S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road,
Lahore.
- 4) XEN Kot Abdul Malik Division, LESCO
132 kv Green View Gird Station Motorway Inter Change,
Lahore.
- 5) Mr. Sajjad Haider,
Fixed & Wireless Access
NW Central/ Technology,
Main Telephone Exchange Malik Anwar Road,
Sheikhupura.
0333-4711997, 0300-6503950



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

Complaint No. LESCO-LHR-20945-03-23

Mr. Sajjad Haider,
Fixed & Wireless Access
NW Central/ Technology,
Main Telephone Exchange Malik Anwar Road,
Sheikhupura.
Cell#0333-4711997, 0300-6503950

..... Complainant

Versus

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

.... Respondent

Date of Hearing: March 07, 2024

On behalf of: Mr. Shabbir Hussain
Complainant:

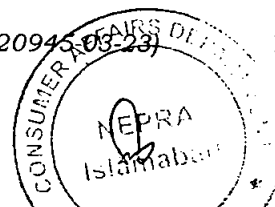
Respondent: Farhan Aslam, SDO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAJJAD HAIDER
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 24 11164 0005700 R)
Case No. LESCO-LHR-20945-03-23**

DECISION


This decision shall dispose of the complaint filed by Mr. Sajjad Haider (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").

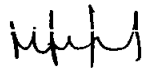
2. The Complainant in his complaint submitted that LESCO has charged him excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on March 07, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the Complainant was being charged with excessive billing since long. The Complainant was charged upto 82169 kWh, Off-peak & 15491 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap taken on March 03, 2024 was 65657 kWh, Off-peak & 15491 kWh, peak which shows that the Complainant was charged 16512 kWh (Off-peak) units excessively. 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 26 KW, therefore, Meter Reading Section Supervisor/LS and the SDO are responsible for meter reading and percentage checking respectively. In the instant case, the concerned meter reader provided accurate snaps of meter reading, 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 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.

3. 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، لاپرواہی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر/لائسنسڈ پرفارمنس 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)


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


(Naweed Illahi Shah)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, April 17, 2024

