



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**

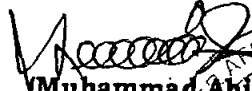
1435
TCD.05/ -2024
March 22, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MUDASSAR S/O SHAKEEL AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11714 0489505 R)**
Case No. LESCO-LHR-29690-10-23

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal, dated March 22, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Rana Rizwan Sibghat Ullah,
Manager/Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circie LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Kasur City, LESCO
Kaim Kam Road, Wapda Complex, Kasur.
5. Mr. Muhammad Mudassar S/O Shakeel Ahmad
R/O Post Office Ghane Ke Theh, Wadana, Kasur
Cell#0307-9443707



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

Complaint No LESCO-LHR-29690-10-23

Mr. Muhammad Mudassar,
R/O Post Office Ghane Ke Theh, Wadana, Kasur
Cell#0307-9443707
Versus

..... **Complainant**

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

..... **Respondent**

Date of Hearing: January 11, 2024

On behalf of:

Complainant: Mr. Muhammad Mudassar

Respondent: Mr. Tabassum Tahir, XEN, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MUDASSAR S/O SHAKEEL AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11714 0489505 R)**
Case No. LESCO-LHR-29690-10-23

Decision

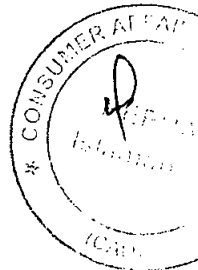
This decision shall dispose of the complaint filed by Mr. Muhammad Mudassar (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution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

2. The Complainant in his complaint submitted that LESCO has charged 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 11, 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 charged upto 393547 kWh, Off-peak & 443 kWh, Peak reading index upto the month of September, 2023 whereas the actual meter reading as per snap taken on October 03, 2023 was 66880 kWh, Off-peak & 443 kWh, peak which shows that the Complainant was charged 3,26,667 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. However, scrutiny of documents revealed that snap of peak reading was pasted on electricity bill issued for the month of September, 2023 whereas no picture for off-peak reading is available on the said bill. Sanctioned load of the Consumer is 12 kW and

Complaint No LESCO-LHR-29690-10-23

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according to the said provisions of CSM; Meter Reader and Meter Reading Section Supervisor/LS are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of Meter Reader and Meter Reading Section Supervisor/LS.


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 غفلت برتنے پر میٹر ریڈر کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے متعلقہ میٹر ریڈنگ سیکشن سپروائیزر/لائسنسڈ سپرنٹنڈنٹ کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ نیز درج بالا احکامات پر تعمیل 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, March 22, 2024

