



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

1436

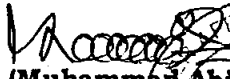
TCD.05/ -2024
March 22, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAFIQUE S/O MUHAMMAD LATIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#45 11741 0487800 R)**
Case No. LESCO-LHR-27494-08-23

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) A
Islamabad
(CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
6. 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 Shafique S/o Muhammad Latif,
R/O Mohallah Ganjpura, Sabzazar Scheme, Block-B,
Multan Road, Lahore.
Cell#0323-8874009



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

Complaint No. LESCO-LHR-27494-08-23

Mr. Muhammad Shafique,
R/O Mohallah Ganjpura, Sabzazar Scheme, Block-B,
Multan Road, Lahore.
Cell#0323-8874009

.....Complainant

Versus

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

..... Respondent

Date of Hearing: January 31, 2024

On behalf of:

Complainant: Mr. Muhammad Shafique

Respondent: Mr. Mehmood Jamil, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAFIQUE S/O MUHAMMAD LATIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#45 11741 0487800 R)

DECISION

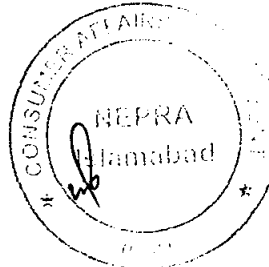
This decision shall dispose of the complaint filed by Mr. Muhammad Shafique (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution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

2. The Complainant in his complaint submitted that LESCO 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 31, 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 108986 kWh, Off-Peak & 3746 kWh, Peak reading index upto the month of November, 2023 whereas the actual meter reading as per snap taken on December 04, 2023 was 44558 kWh, Off-Peak & 3746 kWh, Peak which shows that the Complainant was charged 64428 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 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 accurate 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


Complaint No. LESCO-LHR-27494-08-23

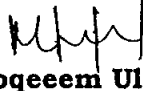
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Reading Section Supervisor/LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter reading snaps, therefore, the Complainant was charged excessive billing due to sheer negligence of meter reading section supervisor/LS and concerned SDO.

4۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے ہنگ 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 ڈاکی 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 (Consumer Complaints Tribunal)/
Director (CAD)


(Moqeeem Ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)


(Naveed Imani Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

22/03/24

NEPRA
Islamabad
(CAD)

Islamabad, March 22, 2024