



# 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.05/4/198-2024  
September 23, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAHAD MALIK  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING EXCESSIVE BILLING & DETECTION BILL  
(REF#45 11225 0648501 U)**  
LESCO-NHQ-28163-09-23

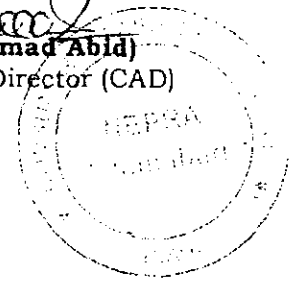
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated September 23, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Abid)  
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road Lahore.  
Assistant Director, NEPRA Regional Office,  
54-B, Link Arcade, GECH Society, Phase-3,  
Link Road, Model Town, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Raiwind Division, LESCO  
Lahore Road Raiwind.
5. Mr. Fahad Malik  
R/O 54-A, Shah Jamal Colony, Lahore.  
Cell# 0300-8099161





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

**Complaint No. LESCO-NHQ-28163-09-23**

**Mr. Fahad Malik,**  
R/O 54-A, Shah Jamal Colony, Lahore.  
Cell# 0300-8099161

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** March 07, 2024

**On behalf of:**

**Complainant:** Mr. Fahad Malik

**Respondent:** Mr. Kaleem Jaffar, Addl. XEN

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAHAD MALIK UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & DETECTION BILL (REF#45 11225 0648501 U).

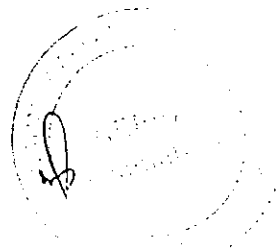
**DECISION**

This decision shall dispose of the complaint filed by Mr. Fahad Malik (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 was 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 07, 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 68293 kWh, Off-peak & 4759 kWh, peak reading index upto the month of January, 2021 whereas the actual meter reading as per snap taken on February 03, 2021 was 33256 kWh, Off-peak & 4759 kWh, peak which shows that the Complainant was charged 35037 kWh (Off-peak) units excessively. Later on, the meter of the Complainant became defective and the same was replaced by LESCO in March, 2021. During the hearing, LESCO officials further apprised that the impugned meter bearing No. 363837 had been misplaced from LESCO officials, therefore, data could not be downloaded. Moreover, the replaced meter bearing No. 455034 also became defective and was replaced by LESCO.

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 15 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 legible snaps of


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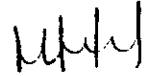



meter reading to concerned sub division, however, excessive billing was made during the process of data entry. Sub Divisional Officer (SDO/AMO) and Meter Reading Section Supervisor/LS are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with the meter 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(s) of the Complainant as per actual meter reading (snaps) of meter No. 363837 and data download report of defective meter bearing No. 455034 alongwith adjustment(s) of FPA/LPS. Excessively charged units be withdrawn and account be also overhauled accordingly. As data will not be available for to ascertain consumption of the Complainant due to non-availability of meter, therefore, average bill should be charged for the month of February, 2021. Moreover, disciplinary action be taken against meter reading section supervisor/LS and SDO under LESCO rules for their negligence. Compliance report be submitted within fifteen (15) days.

4. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کے بل کو پرانے میٹر نمبر 363837 کی اصل میٹر ریڈنگ تصویر اور میٹر نمبر 455034 کی ڈیٹا ڈاؤن لوڈ رپورٹ کے مطابق ٹھیک کرے۔ اور زائد چارج شدہ یونٹس کو ختم کرنے کے ساتھ ساتھ FPA اور LPS کو بھی ایڈجسٹ کیا جائے۔ چونکہ میٹر نمبر 363837 کے موجود نہ ہونے کی وجہ سے ماہ فروری 2021 میں شکایت کنندہ کی بجلی کی کھیت کا پتا نہیں چل سکتا اس لئے ماہ فروری 2021 کے لیے شکایت کنندہ کو ایوریج چارج کی جائے۔ لا پرواہی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائزرز / لائن سپرٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں محکمہ کارروائی کی جائے۔ درج بالا احکامات پر 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 Shaikh)  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, September 23, 2024