



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/ 3856 -2024
August 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SARMAH HASAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11128 0026903 U)**
Casc No. LESCO-LHR 12623-05-22

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated August 29, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

(Signature)
(Muhammad Abid)
Assistant Director (CAD)
NEPRA
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.
3. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E 1st Circle LESCO, 132 kv Suggian Grid Station, Abdul Qadir Jilani Road,
Lahore.
5. XEN Ferozewala Division, LESCO,
132 kv Rustam Gird Sheikhpura Road Gulshan-e-Ravi, Lahore.
6. XEN M&T 1st Circle
Mayo Hospital Lahore, LESCO Complex, Mcleod Road, Lahore.
Ph.#042-99205388
7. Mr. Sarmad Hasan S/o Muhammad Aslam
R/O House No. 1, Street No. 9, Rachna Town,
Ferozwala, District Sheikhpura.
Cell# 0303-0650091



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

Complaint No. LESCO-LHR-12623-05-22

Mr. Sarmad Hassan,
R/O House No. 1, Street No. 9, Rachna Town,
Ferozwala, District Sheikhupura.
Cell# 0303-0650091

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: February 29, 2024

On behalf of:

Complainant: Mr. Sarmad Hassan

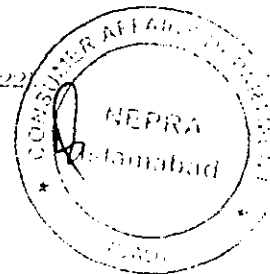
Respondent: Mr. Muhammad Khalid Yousaf, SDO, LESCO
Mr. Abdul Jabbar, RO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SARMAH HASSAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 46 11128 0026903 U)
Case No. LESCO-LHR-12623-05-22**

DECISION

This decision shall dispose of the complaint filed by Mr. Sarmad Hassan (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 February 29, 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 213780 kWh, Off-peak & 27909 kWh, peak reading index upto the month of January, 2023 as per PITC data, whereas the actual meter reading as per snap taken and provided by the Complainant on February 09, 2023 was 174521 kWh, Off-peak & 25914 kWh, peak which shows that the Complainant was charged 39259 kWh (Off-peak) and 1995 kWh, (Peak) units excessively upto the month of January, 2023 as meter reading date was January 31, 2023. Later on, the Complainant's meter became defective (i.e., display wash) in March, 2023 and the same was replaced by LESCO during the month of July, 2023. The impugned meter was sent to M&T for data downloading/retrieval. M&T was unable to download/retrieve data from the impugned meter due to EPROM error. Subsequently, LESCO officials were directed to submit the meter reading snaps of the impugned meter for last one year, but they failed to submit the same.



3. Moreover, the Complainant has also been charged with excessive billing by LESCO against newly installed meter. The Complainant was charged upto 26170 kWh, Off-peak & 652 kWh, peak reading index upto the month of March, 2024 whereas the actual meter reading as per snap taken on April 03, 2024 was 5740 kWh, Off-peak & 652 kWh, peak which shows that the Complainant was charged 20430 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 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 legible 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 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:

(الف) اگلے بلنگ سائیکل تک شکایت کنندہ کے پرانے خراب میٹر کے بل کی اصل میٹر ریڈنگ تصویر کے مطابق ایڈجسٹمنٹ دی جائے اور حالیہ (current) صحت بخش (healthy) میٹر کے بل کی تصحیح بھی کی جائے۔ اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کیا جائے۔

(ب) مزید برآں، شکایت کنندہ کو ماہ فروری 2023 سے لے کر جولائی 2023 تک کے لیے مستقبل کے صحت بخش استعمال (healthy consumption) کے مطابق بل چارج کیا جائے۔

(ج) نیز لاہر دہی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائزرز / لائن سپرٹنڈنٹ 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)

(Moqem ul Hassan)

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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 29, 2024

