



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.05/ 1297 -2025
March 27, 2025

Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SHEIKH NAUMAN-UL-HAQUE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 24 11263 9000200).**
LESCO-LHR-40477-07-24

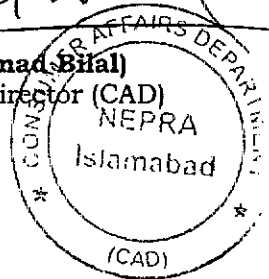
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated March 27, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA),
LESCO, 22a-A, Queens Road, Lahore.
5. Sheikh Nauman-ul-Haque,
R/o 20-Kilometers Multan Road,
Near Shabab Studios, Chuhng, Lahore.
0300-8488078

(Muhammad Bilal)
Additional Director (CAD)



For follow-up, please



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

Complaint No. LESCO-LHR-40477-07-24

Sheikh Nauman-ul-Haque,
R/o 20-Kilometers Multan Road,
Near Shabab Studios, Chuhng, Lahore,
0300-8488078

.....Complainant

VS

Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

..... Respondent

Hearing(s):

July 18, 2024
December 17, 2024
January 07, 2025

On Behalf of the Complainant:

Sheikh Nauman-ul-Haque

On Behalf of the Respondent:

Mr. Amjad Hussain, Addl. XEN
Mr. Sana Muhammad, XEN (Shahpur)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SHEIKH NAUMAN-UL-HAQUE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 24 11263 9000200).

Decision

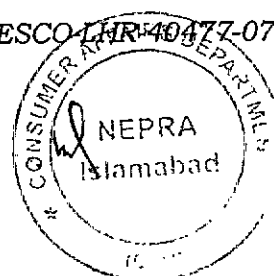
This decision shall dispose of the complaint filed by Sheikh Nauman-ul-Haque, R/o 20-KM Multan Road, Near Shabab Studios, Chuhang, Lahore (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "LESCO") under Section 39 of the Regulation of 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 submitted that he is an electricity consumer of LESCO against reference No. 24 11263 9000200. The meter was giving incorrect readings since installation, therefore, concerned LESCO office was approached for rectification of fault, however, no action was taken by LESCO officials. Therefore, the Complainant requested NEPRA to look into the matter for resolution of his grievances.

3. Accordingly, the matter was taken up with LESCO and hearings were conducted which were attended by both the parties i.e. LESCO & the Complainant wherein the case was discussed in detail. LESCO informed that the standing committee visited site for checking of meter equipment (checked on 7.4kW heater load) on dated September 20, 2024, and found one phase of LT TOU billing meter dead, whereas, accuracy of backup meter was within specified limits, moreover, there was a difference of readings between both meters, therefore, LESCO charged a difference of backup and billing meter i.e. 135120 units (424400-289280=135120) in the billing month of September, 2024.

Page 1 of 2

CRC Decision: Sheikh Nauman-ul-Haque VS. LESCO (LESCO-LHR-40477-07-24)



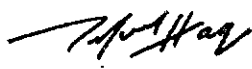
4. Moreover, the purpose of installation of back-up meter is to observe/monitor the meter reading etc. of billing meter. Therefore, meter reader should match the readings of both the meters at the time of meter reading. Further as per Clause 6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. Apparently meter of Complainant was slow since the date of installation (May, 2023) but the same was not noticed/replaced by LESCO even informed by the Complainant on June 25, 2024.

5. Consumer Service Manual (CSM) read with clarification issued on March 26, 2021 provides that *"If due to any reason the charges i.e. MDI, fixes charges, multiplying factor, power factor penalty, tariff category etc., have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six months, retrospectively"*. The Complainant informed LESCO through letter dated June 25, 2024 for replacement of billing meter due to some fault, however, the same was skipped by LESCO official(s) and it took almost three (03) months for checking/removal of discrepancy. The said meter was checked on September 20, 2024 whereby one phase was found dead. The Complainant was charged 135120 units on account of difference of readings of both meter (billing & backup meter) since the installation i.e. May, 2023. The Complainant may be charged a supplementary bill for six (06) months prior to date of checking for the differential units.


6. Foregoing in view, LESCO is directed to revise the supplementary bill of 135120 units charged to the Complainant and to charge a supplementary bill for six (06) months prior to date of checking i.e. September 20, 2024 on the basis of recording less consumption (owing to one phase dead) and to enhance multiplying factor accordingly till removal of the discrepancy. Compliance report in this regard be submitted to this office within fifteen (15) days.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


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

Islamabad, March 27, 2025

