



**Consumer Affairs
Department**

National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Attaturk Avenue (East) Sector G-5/ 1, Islamabad.
Ph: 051-2013200 Fax: 051-2600021

TCD.05/ ⁴⁰⁹ -2025
January 27, 2025

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

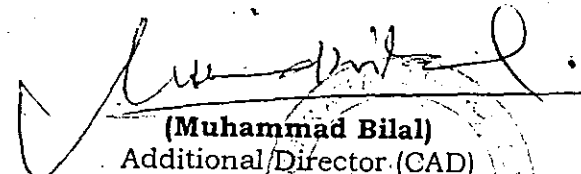
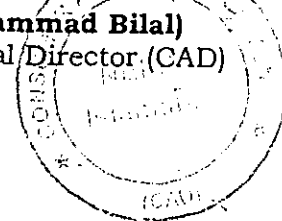
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (REF# 45 11741 0490602 R)**
Case No. LESCO-LHR-28787-09-23

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

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E. 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Defense East Division, LESCO
425-EE, DHA Ghazi Road, Lahore.
5. Mr. Muhammad Yousaf Khan
R/O Gagga Road, kanmo Gil,
Sarfaraz Nagar, Phool Nagar, Kasur
Cell#300-7317332.


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. LESCO-LHR-28787-09-23

Mr. Muhammad Yousaf Khan

.....Complainant

Gagga Road, Kanmo Gil

Sarfaraz Nagar, Phool Nagar, District Kasur.

Versus

Lahore Electric Supply Company (LESCO)

.....Respondent

22-A, Queens Road, Lahore.

Date of Hearing: November 28, 2023
January 31, 2024
December 19, 2024

On behalf of: Mr. Tariq Ali

Complainant:

Respondent: Mr. Mehboob Alam Addl. XEN (Operation). LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Yousaf Khan (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. NEPRA received a complaint from Mr. Muhammad Yousaf Khan wherein the Complainant submitted that his agricultural connection was charged 83121 units in excess by LESCO as per data retrieval report of replaced meter. Being aggrieved, the Complainant approached NEPRA and matter was taken up with LESCO. In order to arrive at an informed decision hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties and advanced their arguments.

3. The case has been examined in detail in light of arguments advanced by the parties during hearings, documents placed on record and applicable law. The following has been concluded:

- (i) The Complainant's agricultural connection having reference no. (45-11741-0490602) located at Sarfraz Nagar, Phool Nagar, District Kasur was installed during month of October, 2021. The Complainant was charged 87159 units cumulatively during the period i.e. November, 2022 to January, 2023 and the meter was, later, replaced by LESCO during the month of February, 2023. The Complainant was of the view that excess units have been charged by LESCO in contrast with the actual readings at site during the above period and data retrieval report of the replaced meter.

Page 1 of 2

CRC Decision: Muhammad Yousaf Khan vs LESCO (LESCO-LHR-28787-09-23)

- (ii) Perusal of the data retrieval report of the replaced meter reveals that the Complainant was charged 83121 units in excess i.e. the difference of charged 101395 and retrieved 18274 reading index reflecting huge discrepancy on part of the concerned LESCO officials. The record also points out another discrepancy whereby correction of the above units was prepared by LESCO officials during April, 2023 through adjustment note, however, not effected to date which divulge the mala fide intent of LESCO officials. It is noted that disciplinary proceeding was also initiated by LESCO against concerned meter reader relevant to the instant matter.
- (iii) The analysis of available record also lacks any concrete evidence i.e. reading snaps etc. in support of units claimed during the disputed period by LESCO. According to clause 6.1.3 of the Consumer Service Manual (CSM), taking snapshots of meter readings of consumers is mandatory of which direct violation by LESCO can be ascertained in the instant matter. Moreover; Clause-6.2 of CSM envisages the procedure of percentage checking to ensure accuracy of meter reading as per which Sub-Divisional Officer and Meter Reading Section Supervisor are responsible to ensure the feeding of correct readings for issuance of electricity bills in due accordance with meter reading snaps. However, sheer negligence of LESCO officials instigated charging of excessive bills without any snap which is not line with prudent practices as enshrined in the CSM.

4. Foregoing in the view, LESCO is directed to overhaul the Complainant's account by withdrawal of excessive units i.e. 83121 and disciplinary proceeding under LESCO Rules be initiated against the delinquent officials. Compliance report be submitted within fifteen (15) days.

4- مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کے اکاؤنٹ میں ڈالے گئے زائد 83121 یونٹس واپس لے اور غفلت برتنے پر متعلقہ اہلکاروں کے خلاف لیسکو قوانین کے تحت تادیبی کارروائی کی جائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor



(Naveed Illahi Shalkh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 27, 2025