



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

**Consumer Affairs
Department**

TCD 05/ ⁵³⁷ -2025
February 4, 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 MR. SHAHID JAVED S/O DILAWAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 46 11155 0331600 U)**
LESCO-LHR-35855-03-24

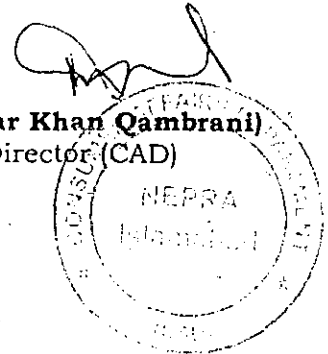
Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated February 4, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copied to:

- 1) C.E / Customer Service Director,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.
- 2) Director Commercial
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.
- 3) Mr. Shahid Javed S/o Dilawar Khan
R/o House no. 6, Street No. 15, Muhallah Chowk Nakhuda
Laal Masjid, Wassaam Pura, Lahore
Cell# 0321-4242453

(Lashkar Khan Qambrani)
Director (CAD)





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

Complaint No. LESCO-LHR-35855-03-24

Mr. Shahid Javed, **Complainant**
R/O House No. 6, Street No. 15, Muhalla Chowk Nakhuda,
Laal Masjid, Wassaan Pura, Lahore.
Cell#0321-4242453

Versus

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

Date of Hearing: June 11, 2024

On behalf of:

Complainant: Mr. Shahid Javed

Respondent: Mr. Muhammad Aazam, SDO, LESCO

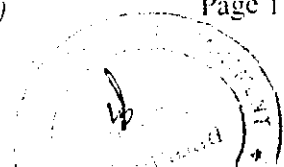
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S/O DILAWAR KHAN UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF#46
11155 0331600 U).**

Decision

This decision shall dispose of the complaint filed by Mr. Shahid Javed (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 history of the case is that 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 June 11, 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 153030 kWh, Off-peak reading index upto the month of May, 2024 whereas the actual meter reading as per snap taken on June 03, 2024 was 140424 kWh (Off-peak) which shows that the Complainant was charged 12606 kWh (Off-peak) units excessively. After detailed deliberations, LESCO officials were directed to overhaul the Complainant's account as per the actual reading/snaps and provide adjustment in next billing cycle accordingly. However, the Complainant vide letter dated January 31, 2025 has again approached this office and submitted that the issue has not yet been resolved by LESCO and again requested NEPRA to direct LESCO to provide adjustment as per actual reading/snaps.

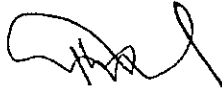
3. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Complainant is 3 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. However, both of them failed to perform their duties with due diligence which caused excessive billing to the Complainant.

4. Foregoing in view, LESCO is directed to withdraw excessively charged units and issue bill as per meter reading snaps in the next billing cycle along with adjustment of FPA and LPS accordingly. Further, disciplinary proceedings may be initiated, as per LESCO Service Rules against the concerned Sub-Divisional Officer (SDO) and Meter Reading Section Supervisor / Line Superintendent (LS) for their negligence. Compliance report be submitted with fifteen (15) days.

4۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بلنگ 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، لاپرواہی برتنے پر متعلقہ میٹر ریڈنگ سیکشن سپروائیزر / لائن سپرنٹنڈنٹ اور ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں ممکنہ کارروائی کی جائے۔ قیام 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



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, February 24, 2025