



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office
1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.
Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/1469/2024
April 03, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MANZOOR AHMED
S/O MUHAMMAD ISMAIL UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (REF#45
11737 0914800)
Case No. LESCO-NHQ-26021-06-23

Please find enclosed herewith the decision of the NEPRA, dated April 03, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Chunian, LESCO
WAPDA Colony, Changa Manga Lahore, Chunian.
5. Mr. Manzoor Ahmed S/O Muhammad Ismail,
R/O Gehlan Hithar, Tehsil Chunian, District Kasur.
Cell#0301-3118394


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-NHQ-26021-06-23

Mr. Manzoor Ahmed
R/O Gehlan Hithar, Tehsil Chunian, District Kasur.
Cell#0301-3118394

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 21, 2024

On behalf of:

Complainant: Mr. Manzoor Ahmed

Respondent: Mr. Abdul Rashid, SDO LESCO
Mr. Adeem Ur Rehman, RO, LESCO

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GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING CORRECTION OF BILL (REF#45 11737
0914800)
Case No. LESCO-NHQ-26021-06-23

DECISION

This decision shall dispose of the complaint filed by Mr. Manzoor Ahmed (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 March 21, 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 98088 kWh, Off-peak & 13280 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap taken on February 29, 2024 was 93088 kWh, Off-peak & 13280 kWh, peak which shows that the Complainant was charged 5000 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 7.46 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.

3. مندرجہ بالا حقائق کے پیش نظر، میٹر کو ہدایت کی جاتی ہے کہ وہ ایسے جگہ سائیکل تک اصل میٹر ریڈنگ تصویر کے مطابق شکایت کنندہ کے بل کی تصحیح کے لئے اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کرے۔ مزید برآں، لاہور میں رہتے ہوئے متعلقہ میٹر ریڈنگ سیکشن سپروائزر/لائسنس ہولڈر اور ایس ڈی او کے خلاف میٹر قوانین کی روشنی میں تھانہ کارروائی کی جائے۔ فیصل کی رپورٹ پھر (15) دنوں کے اندر پیش کی جائے۔


(Alaha Kalsoom)
Assistant Director (CAD)


(Engr. Dr. Bilal Masood)
Incharge/Additional Director (CAD)

Lahore, April 03, 2024

