



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**

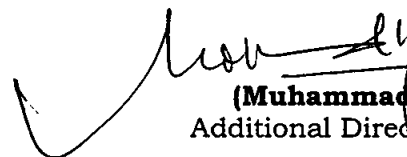
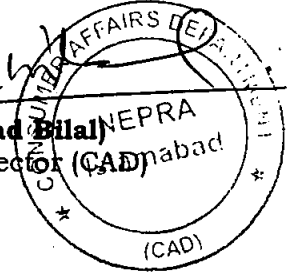
1561
TCD.05/ -2024
March 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. INAM ULLAH
ADMIN MANAGER STITCH CRAFT PVT LTD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF#24 11532 1000600 U)**
Case No. LESCO-LHR-34402-01-24

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

Encl: As above


(Muhammad Bilal) NEPRA
Additional Director (CAD) Lahore


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, CECH 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 5th Circle LESCO, 425-EE, DHA, Ghazi Road, Lahore.
5. XEN Kot Lakhpat, LESCO, 132 kv Grid Station, New Kot Lakhpat, Near PEL Factory, Lahore.
6. Mr. Mubashir N Butt Central Chairman PRGMEA, House # 343-A, Bhabra Market, Main Ferozpur Road, Lahore. Cell# 0321-8411213.
7. Mr. Inamullah S/O Hayat Muhammad Admin Manager Stitch Craft Pvt Ltd, R/O Mian Bazar Youhanabad, Lahore. Cell#0337-0448868



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-34402-01-24

Mr. Inam Ullah, Admin Manager, Stitch Craft (Pvt), Ltd. Complainant
R/O Street No. 4, House No. 1, Kiran Park Zam Zam Coal
Tar Factory, Adjacent Al Sheikh Hospital Moza Bhully
Dasanwal Ferozewala.
Cell# 0313-4255323

Versus

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

Date of Hearing: March 07, 2024

On behalf of:

Complainant: Mr. Inam Ullah

Respondent: Mr. Muhammad Tahir, XEN, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. INAM ULLAH ADMIN
MANAGER STITCH CRAFT PVT LTD UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#24 11532 1000600
U)**

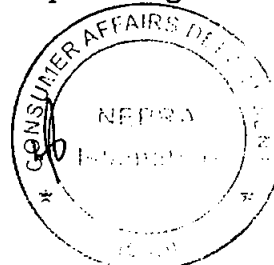
DECISION

This decision shall dispose of the complaint filed by Mr. Inam Ullah (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 submitted that LESCO 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 07, 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 9995 kWh, Off-peak & 1976 kWh, peak reading index upto the month of February, 2024 whereas the actual meter reading as per snap taken on March 02, 2024 was 8759 kWh, Off-peak & 1976 kWh, peak which shows that the Complainant was charged $1236 \times 80 (\text{Multiplying Factor}) = 98880$ kWh (Off-peak) units excessively.

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

Complaint No. LESCO-LHR-34402-01-24



of meter reading. Sanctioned load of the Consumer is 225 kW and according to the said provisions of CSM; SDO and XEN are responsible for meter reading of such consumers and percentage checking respectively. The Complainant was charged excessive billing due to sheer negligence of the concerned SDO (Operation).

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، لاہر ڈا ہی برتنے پر متعلقہ ایس ڈی او کے خلاف لیسکو قوانین کی روشنی میں حکمانہ کارروائی کی جائے اور متعلقہ انجینئر کو پابند کیا جائے کہ وہ میٹر ریڈنگ کی مقرر کردہ جانچ پڑتال (percentage checking) کو یقینی بنائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

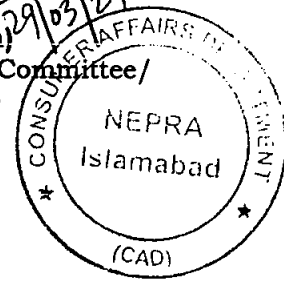
Member, Complaints Resolution Committee/
Director (CAD)

(Moqem ul Hassan)

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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, March 29, 2024