



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**

TCD.05/ ²¹⁹⁶ -2025
May 30, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMJAD ALI SHEIKH, CONSULTANT ZONG CMPAK LIMITED, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF: 24 11741 2092508 R) LESCO-11/01/2020**

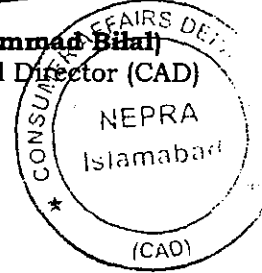
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated May 30, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
3. Mr. Nauman Mahmood Malhi,
Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
0370-4990220/ 042-99204859
Email: dmcs1lesco@gmail.com
4. Mr. Amjad Ali Sheikh,
Consultant Zong, CMPAK Limited,
113/15, Quaid-e-Azam
Industrial Estate, Kot Lakhpat, Lahore.
Cell# 0312-8237237

(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. LESCO-11/01/2020

Mr. Amjad Ali Sheikh, Consultant,
Zong, CMPAK Limited,
113/15, Quaid-e-Azam
Industrial Estate, Kot Lakhpat, Lahore.
Cell# 0312-8237237

..... Complainant

Versus

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

..... Respondent

Date of Hearing: August 21, 2024

On behalf of:

Complainant: Mr. Huzaifa Rafique
Mr. Mudassar Rasheed

Respondent: Engr. Umair Safdar, SDO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY AMJAD ALI SHEIKH, CONSULTANT ZONG CMPAK LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF: 24 11741 2092508 R)

DECISION

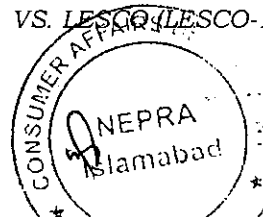
This decision shall dispose of the complaint filed by Mr. Amjad Ali Sheikh, Consultant ZONG, CMPak Limited (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant was charged excessive bills as compared to actual meter reading at site. The matter was taken up with LESCO and hearings were also conducted, which were attended by both the parties (LESCO and the Complainant). During the hearing LESCO officials informed that the data of the impugned meter has been downloaded and the bill of the Complainant will be revised as per data downloading report by next billing cycle.

3. The Complainant has again approached this office and submitted that his issue has not yet been resolved. In order to arrive at an informed decision, another hearing was conducted on August 21, 2024 which was attended by both the parties. During the hearing, the concerned XEN submitted M&T data of the impugned meter. The record submitted by LESCO revealed that in March 2021 the complainant was charged reading upto the dial index of 477753 kWh (off-peak) and 93881 kWh (peak), whereas, M&T data/ data downloaded submitted by LESCO shows total reading upto 38202 kWh (off-peak) and

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CRC Decision – Mr. Amjad Ali Sheikh, ZONG CMPak Limited VS. LESCO (LESCO-11/01/2020)




200334 kWh (peak) which shows that the Complainant was charged 439551 (477753-38202=439551) units in excess whereas 106453 (93881-200334= -106453) units were pending against the Complainant. As such 333098 units were excessively charged to the Complainant upto the month of March, 2021.

4. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause 6.1.3 of CSM envisages that taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. 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. Moreover, during the hearing held on July 22, 2024 LESCO official assured to reconcile the data in accordance with data downloading report and resolve the issue after necessary adjustments, however, the same has not been made as yet.

5. Foregoing in view, it is concluded that the Complainant was charged excessive bills, therefore, LESCO is directed to correct the bill(s) of the Complainant as per actual (latest) meter reading (snaps) of meter and data downloading report of defective meter alongwith adjustment(s) of FPA/LPS (if any). Excessively charged units be withdrawn and account be also overhauled accordingly. Further proceedings in the matter are being closed by this office in above terms.


(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, May 30, 2025

