



**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

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**OFFICE OF THE  
REGISTRAR**

No. NEPRA/R/TCD-05/13362-64


27-10-2014

Chief Executive Officer  
Lahore Electric Supply Company Ltd.  
22-A, Queens Road, **Lahore**

Subject: **Decision in the Matter of complaint filed by Mr. Muhammad Younis Sheikh under Section 39 of Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against LESCO Regarding Withdrawal of Excessively Charged Bills (AC# 09 11254 0788004)**  
Complaint # LESCO-70/2014

Please find enclosed the decision of NEPRA in the subject matter for necessary action and compliance within 30 days of the receipt of this letter.

Encl : **As Above**

  
27/10/14  
( Iftikhar Ali Khan )  
Deputy Registrar

Copy to:

1. C.E./Customer Services Director, Lahore Electric Supply Company Ltd. 22-A, Queens Road, **Lahore**
2. Mr. Muhammad Younis Sheikh, 59-B, Katcha Ferozepur Road, Lahore.



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

Complaint No: LESCO-70/2014

Mr. Muhammad Younis Sheikh, ..... Complainant  
59-B, Katcha Ferozepur Road,  
Lahore.

Versus

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

Date of Hearing: September 02, 2014

Date of Decision: October 24, 2014

On behalf of:

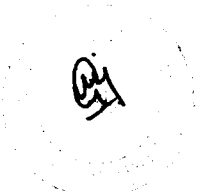
Complainant: Nemo

Respondent: Mr. Asadullah, S.E./Manager Central Circle, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUNIS SHEIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WITHDRAWAL OF EXCESSIVELY CHARGED BILLS (AC # 09 11254 0788004)**

**DECISION**

1. This decision shall dispose of the complaint dated May 26, 2014 filed by Mr. Muhammad Younis Sheikh (hereinafter referred to as the "Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "LESCO").
2. The Complainant in his complaint stated that the electricity bill for the months of February, March and April 2014 has been totally unjustified, unwarranted and unlawful. The Complainant stated that in the month of February 2014, he received an electricity bill



amounting to Rs.9957, which was totally unjustified due to low consumption during winter season and also without properly taking the meter reading. The concerned XEN and SDO were approached but instead of mitigating grievances, a very arbitrary, unwarranted, unlawful and unprecedented bill amounting to Rs.1,12,353 with 5386 Units was received. The Complainant added that they are living at the same residence/premises since the year 1987 and never such excessive bill has been received. The meter is installed outside the residence and the consumption data during a period of last more than a decade has never been more than between Rs.500/- to Rs.1500/- in the winter season and between Rs.2500/- to Rs.9500/- in the summer season on the basis of actual units consumed. The Complainant further stated that the bill for the month of April 2014 has been issued for 662 units which is also unjustified due to low consumption of electricity at the premises because the premises remained locked for two weeks in that billing month. The Complainant prayed that the bills for the months of February, March and April 2014 be withdrawn and revised bill be issued on the basis of average consumption of the corresponding months of last year.

3. The matter was taken up with LESCO for submission of para-wise comments. In response, LESCO vide letter dated July 01, 2014 reported that the Assistant Manager (Operation) personally visited the site on March 25, 2014 and found that 4993 units were less charged in the bill. The concerned Meter Reader was placed under suspension on March 26, 2014 and a show cause notice was served to him. LESCO added that in the next billing cycle actual units i.e 5386 were charged to the consumer in the month of April 2014 and the same units were also segregated and corrected bill issued for payment. LESCO further reported that the consumer filed a complaint with NEPRA and the Assistant Manager (Operation) Islamia Park S/Divn again visited the site to verify the reading and recorded the reading as 9543 units on June 23, 2014. LESCO further stated that the bill reading is correct as per meter reading and no excessive units were charged to the consumer.
4. The report of LESCO was sent to the Complainant for information / comments. In response, the Complainant vide letter dated July 17, 2014 raised his observations over the report of LESCO and reiterated his earlier version. The Complainant further stated that meter readings are taken on monthly basis by the Meter Reader and are checked by the Meter Supervisor and finally by the SDO. The Complainant added that excessive billing has been carried out by the XEN LESCO due to personal reasons.
5. To probe further into the matter, a hearing was held on September 02, 2014 at NEPRA. The hearing was attended by LESCO representative only. During the hearing, it was stated by LESCO representative that two meters i.e single phase and three phase are installed at the premises of the Complainant. The meter reading is correct and the charged units have been consumed by the Complainant which were pending in the meter. Disciplinary action is under process against the concerned Meter Reader. LESCO representative further stated that due to accumulation of units, maximum slab benefit w.e.f the installation of the meter



has been given to the consumer amounting to Rs. 44657/-. LESCO representatives further informed that the meter was also inspected by the representative of Electric Inspector in presence of both parties and was found within limits of accuracy. LESCO representative failed to respond query about the period of stay of the delinquent Meter Reader. The Complainant did not attend the hearing but submitted his written arguments vide letter dated August 26, 2014 upon receipt of hearing notice. The Complainant in his written arguments reiterated his earlier versions. He added that the Electric Inspector neither personally visited the site nor checked the meter by himself. Further, his objections at the time of inspection were ignored. Moreover, meter reading card is not available at site which LESCO should have made available in light of standing instructions. The Complainant further stated that kalamzo card is another counter checking record. If there was any discrepancy, the same should have been recorded in the rise and fall register/discrepancy register. The Complainant further stated that there is no doubt that the bill has been charged without any grounds. The Complainant prayed that the revised bills for the months of February 2014 to April 2014 be issued on the basis of consumption of corresponding months of previous year.

6. The case has been examined in detail in light of documents provided by both the parties, arguments advanced during the hearing and applicable law. The following has been observed:
- i) LESCO replaced the meter of the Complainant in December 2012 and thereafter bills were issued on normal basis and the same were paid by the Complainant accordingly. All of sudden, LESCO charged 5386 units in the billing month of April 2014 amounting to Rs. 1,12,353/-. LESCO is of the view that these units were pending in the meter and were not billed due to negligence of the meter reader. This statement of LESCO is not acceptable because the premises of the Complainant is in urban area and such type of negligence cannot be accepted.
  - ii) As per the provisions of Consumer Service Manual, meter readings are to be taken preferably in the presence of consumers or their authorized representatives.
  - iii) A consumer has legitimate expectancy that what is being billed to him is actually the cost of electricity consumed. In the instant case, the Complainant paid bills regularly which were received to him. The Complainant cannot be penalized for any mistake/negligence on part of LESCO officials.
  - iv) The available documentary evidences show that LESCO has failed to follow legal/procedural provisions.



7. Foregoing in view, LESCO is hereby directed to withdraw 5386 units charged to the Complainant in the month of April 2014 and recover the loss sustained by LESCO from the concerned officials for being inefficient, irresponsible and not being vigilant enough.
8. Compliance report be submitted within thirty (30) days.



(Maj (R) Haroon Rashid)  
Member (Consumer Affairs)  
For and on behalf of NEPRA

Islamabad, October 24, 2014

