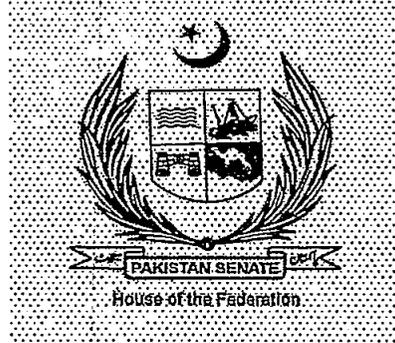


REPORT NO. 1/2024-25

# SENATE OF PAKISTAN



## REPORT OF THE SENATE STANDING COMMITTEE ON POWER

ON

**POINT OF PUBLIC IMPORTANCE REGARDING FAULTY METER-  
READING/OVERBILLING OF ELECTRICITY BILLS AND  
INAPPROPRIATE BEHAVIOR OF OFFICERS OF LESCO TOWARDS  
THE COMPLAINANTS/CONSUMERS  
MATTER RAISED BY SENATOR PALWASHA MOHAMMAD ZAI KHAN  
AND REFERRED BY THE HOUSE ON 30-08-2024.**

**PRESENTED BY**

**SENATOR MOHSIN AZIZ  
CHAIRMAN SSC ON POWER**

## SENATE SECRETARIAT

I, Senator Mohsin Aziz, Chairman Senate Standing Committee on Power, have the honor to present report of the Committee on a point of public importance regarding faulty meter-reading/overbilling of electricity bills and inappropriate behavior of officers of LESCO towards the complainants/consumers. The matter was raised by raised by Senator Palwasha Mohammad Zai Khan on 30<sup>th</sup> August, 2024 and was referred to the Senate Standing Committee on Power for consideration and report.

2. The composition of the Committee is as under: -

1. Senator Mohsin Aziz	Chairman
2. Senator Syed Shibli Faraz	Member
3. Senator Syed Kazim Ali Shah	Member
4. Senator Taj Haider	Member
5. Senator Mir Dostain Khan Domki	Member
6. Senator Rahat Jamali	Member
7. Senator Manzoor Ahmed	Member
8. Senator Haji Hidayatullah Khan	Member
9. Senator Muhammad Qasim	Member
10. Senator Muhammad Aslam Abro	Member

3. The Committee considered the matter in its meeting held on 20<sup>th</sup> September, 2024. The meeting was attended by the following:

1. Senator Mohsin Aziz	Chairman
2. Senator Syed Kazim Ali Shah	Member
3. Senator Haji Hidayatullah Khan	Member
4. Senator Muhammad Aslam Abro	Member
5. Senator Palwasha Muhammad Zai Khan	Mover
6. Minister for Energy (Power Division)	Ex-officio Member

Secretary (Power Division), CEO (LESCO), XEN (Ichra Division) and other concerned were present.



4. The Mover, Senator Palwasha Mohammad Zai Khan, presented her case before the Committee and stated that in her mother's house at Lahore 5KV solar system has been installed. The meter reader of LESCO intentionally noted the wrong reading and converted the 900 units into 9000 units. Being aggrieved of the wrong reading, her brother in law visited office of LESCO Ichra circle for 28 times during three months but his complaint was not addressed. He was forced to sit in the office for long hours but the office bearers remained absent in the office. After 28 visits of the office they issued him a manual bill of Rs.70000/= without any reason and justification and without adjusting the units of green meter. Moreover, the XEN misbehaved with him then the issue came into her notice. She was of the view that the officers of DISCOs in order to cover the line losses and to cover up their inefficiencies, use such tactics. She informed the Committee that she has evidence that the staff of LESCO facilitates the electricity theft in the area and then those line losses are shifted on the consumers who are regularly making their payments. She requested that the matter may be referred to FIA for investigation to crack this mafia so that examples can be set.

5. CEO LESCO appeared before the Committee and stated that this issue came into his notice on 30<sup>th</sup> August, 2024 when Hon'ble Member called him. He stated that there is zero over-billing in LESCO. He admitted that the meter reader took wrong reading by mistake by ignoring the fraction which was by mistake that he noted 925.0 as 9250.

6. The Committee pointed out that as per the stance of the Mover, the complainant had to visit the office of XEN for 28 times which is not justified at any cost. It is very wrong if such treatment is done to any consumer. The Committee was of the view that it is very unfortunate if a consumer had to visit the office again and again for rectification of the mistake of the office and no fault on his own part.

7. The XEN concerned admitted that the consumer had to visit the office for 28 times and for that he tendered his unconditional apology but the Committee asked him that mere tendering of apology cannot substantiate the agony and stress the consumer must



had gone through during those 28 visits. The Committee was of the view that if this happened to an educated and well to do consumer then what to talk of a poor consumer.

8. The XEN stated that he has been posted three days ago and before that there was no regular XEN in that area. The Mover stated that if XEN was not there but SDO was there who disconnected the electricity before the last date against the directives of the Prime Minister and above all a law abiding citizen was treated with such a humiliating way which is not justifiable in any manner.

9. The Committee noted that this case is just a tip of the iceberg and in reality the behaviour of government functionaries with the consumers is not proper at all and we see lots of complaints in this regard. The CEO agreed that such treatment with any consumer irrespective of his status is not justified and the company take such complaints very seriously. He informed that on such complaints more than 100 employees had already been terminated from service. FIRs have been registered against 108000 consumers for electricity theft and senior officers have been reverted due to negligence and involvement in such activities. The Company has arranged motivational lectures for the employees to mend their behaviour.

10. The Mover asked whether any action is taken against the responsible. The CEO stated that meter reader has already been suspended. The SDO has been transferred and show cause notice is issued to him. The XEN was on Umraah and was not present during this episode.

11. The Mover was of the view that it is not a matter of one complaint but it is a longstanding and very deep rooted matter which needs to be referred to FIA to dig out the actual issue.

12. The Members were of the view that if FIA and other LEAs can take immediate action against any individual consumer on complaint of the department then why the

LEAs do not take swift action against the departments on complaints of consumers. The Committee directed the CEO to take strict action against the responsible and conduct a special audit of the circle.

13. The XEN stated that when the issue came into his notice he immediately contacted the complainant and resolved the issue. The Minister stated that the issue raised by the Mover is basically is about customer care which is not even the considered part of our distribution system. He admitted that there are many issues on the side of customer care. He stated that 118 is a customer care number but consumers do not know about that helpline. He admitted that calls on 118 by the consumers has no accountability system and the complaints on 118 does not reach till the top hierarchy. The timelines of respective complaints as per procedure are not met even after the registration of complaints. The Minister was of the view that the monitoring of complaint system is very important as it is performance evaluator of the SDOs and XENs of the area on the basis of which they should be promoted but there is no such system in place. He informed that the complaint system is now being implemented at sub-divisional level through computer systems with a proper mechanism of complaint redressal system. He assured that 118 complaint system will become fully operational soon and customer care is our top priority.

14. The Minister further informed the Committee that over billing in LESCO is now at zero which was previously in billions. The Minister informed that the 80 billion have been refunded to the consumers on account of over billing. He apologized the Mover and the complainant on behalf of the organization. He directed the CEO to raise this issue in board of the company and fix some responsibilities on the concerned SDO and others.

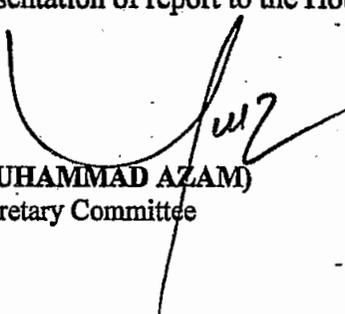
15. The Committee directed the CEO to take stern action against the responsible and requested the Mover to withdraw her complaint. The Committee being premier oversight body will keep a close eye on the performance of the distribution companies in

connection with such complaints and if any such complaint from any citizen is received the Committee will recommend serious action against the head of the concerned DISCO.

16. With the consent of the Mover, the Committee disposed of the matter with the following directions/recommendations:

1. The bill of the consumer may be corrected as per actual consumption immediately.
2. Action may be taken against the responsible officers/officials under intimation to the Committee.
3. A report regarding electricity theft and line losses in Ichrra circle may be submitted to the Committee under signatures of the CEO.
4. A report may be submitted to the Committee about the complaint system in place in LESCO and what improvement has been made in the complaint system as informed by the Minister for Power.
5. A report may be submitted to the Committee on account of amount refunded to the consumers on account of over-billing during last two years.
6. The Chairman directed the CEO to keep a close watch on the customer care area of the company.

17. The Committee disposed of the matter referred to it and also gave approval for presentation of report to the House.

  
(MUHAMMAD AZAM)  
Secretary Committee

  
(SENATOR MOHSIN AZIZ)  
Chairman Committee