



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

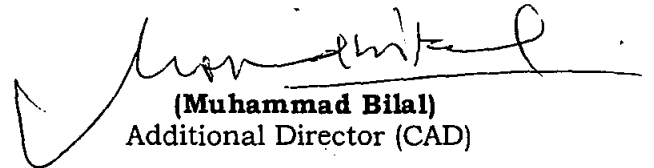
TCD 05/ 5463 -2023  
November 28, 2023

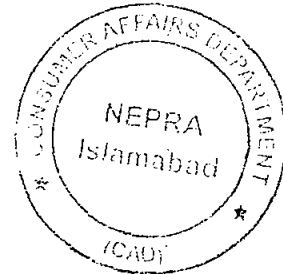
Chief Executive Officer (CEO),  
Lahore Electric Supply Company (LESCO),  
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK SHAMSHAD HUSSAIN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIALS REGARDING REPLACEMENT OF METER (A/C# 01 11434 0003803).**  
**LESCO-NHQ-30281-10-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated November 28, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Bilal)  
Additional Director (CAD)



Copy to:

1. Chief Engineer/ Customer Services Director,  
LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial),  
LESCO, 22-A, Queen's Road, Lahore.
3. Ms. Masooma Adil,  
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)  
LESCO, 22a-A, Queens Road, Lahore.  
Email: dmcs1lesco@gmail.com
4. Malik Shamshad Hussain,  
Postal Address:  
House No. 190, Street 42, Margallah Town,  
Phase-II, Islamabad.  
0300-5122560



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

**Complaint No. LESCO-NHQ-30281-10-23**

**Malik Shamshad Hussain,**

..... Complainant

Postal Address:

House No. 190, Street 42, Margallah Town,

Phase-II, Islamabad.

0300-5122560

**Versus**

**Lahore Electric Supply Company (LESCO)**

..... Respondent

22-A, Queens Road, Lahore.

**Date of Hearing:** November 14, 2023,

**On behalf of:** Malik Shamshad Hussain

**Complainant:**

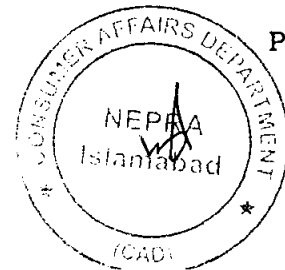
**Respondent:** Mr. Naeem-ul-Hassan, SDO, Okara Division, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK SHAMSHAD HUSSAIN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIALS REGARDING REPLACEMENT OF METER (A/C# 01 11434 0003803).**

This decision shall dispose of the complaint filed by Malik Shamshad Hussain R/o Rahat Town, Okara (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 he lives in Islamabad and owns a native home in Okara whereby two connections are installed for Lower & Upper Portion. Most of the time the premises remains vacant and he visits there off and on. During the month of August 2023 he visited the premises due to death of a closed family member. LESCO officials informed that due to heavy rains meter installed for lower portion against Reference No. 01 11434 0003803 is dead and they can shift the supply on meter installed for upper portion. Meanwhile concerned SDO arrived and misbehaved with the Complainant and blamed him for using direct supply. The Complainant showed him both bills which were being paid regularly, however, SDO charged him a detection bill amounting to Rs. 38,000/- on account of direct supply.

3. In order to proceed further, a hearing was held on November 5, 2023 at NEPRA Head Office, Islamabad, which was attended by both the parties i.e. LESCO & the Complainant. During the hearing, LESCO official informed that defective meter of the Complainant has been replaced on September 12, 2023 against Reference No. 01 11434 0003803. During a routine

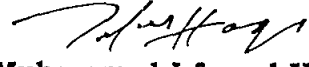


According to the Complainant, he was found involved in using direct supply, therefore, a detection bill of 795 units for the period of July 2023 to August 2023 was charged. LESCO official further submitted that PTC data shows that the consumption of the Complainant is very low. The Complainant apprised that he is living in Islamabad and premises remains vacant. He visits the premises only in case of any emergency or any temporary nature of work, therefore, consumption remains very low and he regularly pays his utility bills. For the purpose of cross verification the Complainant was directed to provide bill of gas connection. The consumption of the Complainant on gas bill is very low which supports the version of the Complainant regarding low consumption of electricity. Moreover, LESCO officials failed to provide concrete evidence regarding direct supply by the Complainant.

4. Foregoing in view, LESCO is directed to withdraw the detection bill charged to the Complainant for 795 units amounting to Rs. 36004/- and submit compliance report within fifteen (15) days.

  
(Lashkar Khan Qambrani)

Member (Consumer Complaints Tribunal)/  
Director (CAD)

  
(Muhammad Irfan-ul-Haq)

Member Consumer Complaints Tribunal  
Assistant Legal Advisor

  
(Naveed Illahi Shaikh)

Convener Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, November 28, 2023

