



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
**Provincial Office**

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.  
Phone: 042-99333931

**Consumer Affairs  
Department**

POL.05/2914 -2024  
July 11, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMID RAZA  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING WRONG BILLING (REF# 24 11224 1017302 U)  
Case No. LESCO-LHR-19993-02-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 11, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

**Copy to:**

1. C.E./Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Raiwind Division, LESCO  
Lahore Road Raiwind.
5. Mr. Hamid Raza,  
R/O 207/G1, Johar Town, Near  
Doctor Hospital, Sehgal Estate, Lahore.  
Cell# 0300-4011807





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

**Complaint No. LESCO-LHR-19993-02-23**

**Mr. Hamid Raza,**  
R/O 207/G1, Johar Town, Near  
Doctor Hospital, Sehgal Estate, Lahore.  
Cell# 0300-4011807

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** June 11, 2024

**On behalf of:**

**Complainant:** Mr. Hamid Raza

**Respondent:** Mr. M. Azam, SDO (Rachna Town), LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMID RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 24 11224 1017302 U)**  
Case No. LESCO-LHR-19993-02-23

**Decision**


This decision shall dispose of the complaint filed by Mr. Hamid Raza (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").

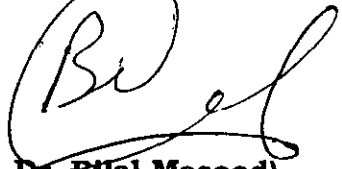
2. The Complainant in his complaint submitted that LESCO has charged him excessive bills as compared to actual meter reading at site during the month of January 2023. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO officials submitted a report, which was shared with the Complainant. However, the Complainant disagreed with the report and submitted a rejoinder to conduct the hearing.

3. To probe further into the matter, a hearing was held on June 11, 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 time and date of Complainant's meter became incorrect.

4۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ؛

- (الف) شکایت کنندہ کے معیوب میٹر کو تبدیل کر کے ڈیٹا ڈائلوڈ کروائے۔
- (ب) ڈیٹا ڈائلوڈ رپورٹ آنے تک شکایت کنندہ کے بل سے متنازع (disputed) رقم الگ کی جائے۔
- (ج) مزید برآں، ڈیٹا ڈائلوڈ رپورٹ آنے کے بعد شکایت کنندہ کا بل ڈیٹا ڈائلوڈ اور میٹر کا وقت اور تاریخ کی درستگی کے مطابق درست کیا جائے۔
- (د) مندرجہ بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر فترہ ذمہ میں جمع کروائے جائے۔

  
(Aisha Kalsoom)  
Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Engr. Dr. Bilal Masood)  
Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, July 11, 2024

