



**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 <sup>34M</sup> 2024  
August 12, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAFIZ SAJID MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 04 11744 0873801 U)  
Case No. LESCO-LHR-33481-01-24

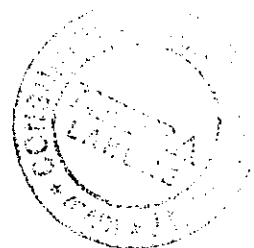
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 12, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Phool Nagar Division, LESCO  
WAPDA Colony Phool Nagar.
5. Mr. Hafiz Sajid Mehmood  
R/O Mohallah Ahmed Nagar, Pattoki, Kasur  
Cell#0321-7065176, 0332-8197136





BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Complaint No. LESCO-LHR-33481-01-24

Mr. Hafiz Sajid Mahmood,  
R/O Mohallah Ahmed Nagar, Pattoki, Kasur  
Cell#0321-7065176, 0332-8197136

..... Complainant

Versus

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

..... Respondent

Date of Hearing: January 31, 2024  
May 02, 2024  
July 18, 2024

On behalf of:

Complainant: Mr. Sajid Mahmood

Respondent: Mr. Muhammad Tayyab, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAFIZ SAJID MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 04 11744 0873801 U)

**Decision**

This decision shall dispose of the complaint filed by Mr. Hafiz Sajid Mahmood (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. NEPRA received a complaint wherein it was submitted by the Complainant that LESCO has charged excessive bills to him as compared to actual meter reading at site. The Complainant approached LESCO office but LESCO failed to redress grievances of the Complainant. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant was charged with a detection bill of 738 units on the basis of meter dead stop for the period of six months i.e., March 2023 to August 2023. Later on, the meter was got checked by M&T and found the meter within specified limits. In order to probe further into the matter, various hearings were held on January 31, 2024, May 02, 2024 and July 18, 2024 respectively at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

4. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

- (i) The Complainant is a domestic consumer of LESCO with a connection registered in the name of Mr. Hafiz Sajid Mahmood, under reference No. 04 11744 0873801, and tariff A-1a(01). The connection was installed on July 20, 2005. During the hearing, it was revealed that LESCO charged a detection bill of 738 units to the Complainant in September 2023, based on a meter dead stop for the period of six months w.e.f. March 2023 to August 2023. Later on, the meter was checked by the M&T department, and found to be accurate within specified limits. Consequently, LESCO withdrew the detection bill in January 2024.
- (ii) Moreover, LESCO had allotted a defective code to the Complainant's meter and continued to charge him the bills based on average consumption. The Complainant apprised that he was billed excessively on this average basis because his premises

was vacant and had minimal electricity use during this period. Additionally, the Complainant provided gas bills to support his claim, showing that the premises was vacant from September 2023 to December 2023. Moreover, the meter of the Complainant was replaced on January 16, 2024.

(iii) After a thorough analysis of the records and arguments presented by both parties, it was determined that the bills charged to the Complainant based on average consumption from September 2023 to December 2023 should be revised to reflect actual consumption, as per the snap.

5۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بانگ سائیکل تک شکایت کنندہ کے ستمبر 2023 سے لے کر دسمبر 2023 تک کے بلز اصل میٹر ریڈنگ تصاویر کے مطابق درست کرے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, August 12, 2024

