



**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.05/3453-2024  
August 13, 2024

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

Subject: **COMPLAINT FILED BY MR. HABIB UR REHMAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE  
BILLING (REF#08 11254 0788004 U, 08 11254 0788000 U)  
Case No. LESCO-LHR-37015-05-24**

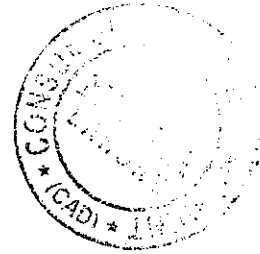
Please find enclosed herewith the decision of the NEPRA Complaints Resolution  
Committee (CRC), dated August 13, 2024 regarding the subject matter.

**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 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Civil Line Division, LESCO  
2/8-Farid Kot Road, Lahore.
5. Mr. Habib Ur Rehman  
R/O 59-A, Katch Feroz Pur Road, Lahore.  
Cell# 0302-4411958





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

**Complaint No. LESCO-LHR-37015-05-24**

**Mr. Habib Ur Rehman,**  
R/O 59-A, Katcha Ferozpur Road, Lahore.  
Cell No. 0302-4411958

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** June 04, 2024

**On behalf of:**

**Complainant:** Mr. Habib Ur Rehman

**Respondent:** Mr. M. Usman Qadeer, SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HABIB UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#08 11254 0788004 U, 08 11254 0788000 U)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Habib Ur Rehman (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 that the Complainant was charged with unjustified arrears against aforementioned both reference numbers. The Complainant approached LESCO but the grievances of the Complainant were not redressed. 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 2546 units against reference no. 08 11254 0788000 U on the basis of using direct supply during the month of October 2023 and FIR was also lodged against the Complainant. Later on, the Circle Review Committee (CRC) of LESCO revised the detection bill from 2546 units to 793 units. Furthermore, LESCO reported that the Complainant's meter against reference no. 08 11254 0788004 U was checked and found defective in July 2023, the same was replaced in October 2023 and the Complainant was being charged with average billing as per policy during this period. In order to finalize the matter, a hearing was held on June 04, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

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

- i. The Complainant is a domestic consumer of LESCO and has two connections installed at his premises in the name of Mr. Muhammad Younas under reference numbers 08 11254 0788004 U & 08 11254 0788000 U. During the hearing, it was revealed that the Complainant was charged with a detection bill of 2546 units against reference no. 08 11254 0788000 U during the month of October 2023 for the period of three months w.e.f. May 2023 to July 2023 on the basis of connected

load (i.e., 1.713 kW + 01 AC) for using direct supply and an FIR was also lodged against the Complainant. The Complainant stated that the direct supply was connected by the LESCO officials. Later on, the Circle Review Committee (CRC) of LESCO revised the detection bill from 2546 units to 797 units by revising the connected load i.e., 1.82 kW and omitting the load of AC(s).

Analysis of billing history for reference no. **08 11254 0788004 U** is tabulated as follows;

Months	Year-2021	Year-2022	Year-2023	Year-2024
January	416	484	383	629
February	408	412	484	529
March	318	452	497	385
April	519	567	509	-
May	467	661	661	-
June	629	884	884	
July	569	438	Average Billing <b>554</b>	
August	630	756		
September	409	685		
October	657	418	1930	
November	520	535	446	
December	331	291	502	
Average	<b>489/month</b>	<b>584/month</b>	<b>690/month</b>	<b>Continued</b>

Analysis of billing history for reference no. **08 11254 0788000 U** is tabulated as follows;

Months	Year-2021	Year-2022	Year-2023	Year-2024
January	403	373	0	162
February	385	482	0	13
March	380	353	0	501
April	357	619	0	-
May	496	136	Detection Bill <b>0</b>	-
June	754	754		
July	875	4		
August	706	0	4	
September	693	0	59	
October	485	0	582	
November	349	0	162	
December	440	0	162	
Average	<b>527/month</b>	<b>227/month</b>	<b>81/month</b>	<b>Continued</b>

The billing history tabulated above for reference no. 08 11254 0788000 U shows noticeable dips in the consumption pattern, which are not reflected in reference no. 08 11254 0788004 U, despite the load from reference no. 08 11254 0788000 U being shifted to reference no. 08 11254 0788004. No justification for this discrepancy was provided by the Complainant during the hearing. Therefore, the revised detection bill from 2546 units to 797 units is now justified and liable to be paid by the Complainant.

- ii. Furthermore, the Complainant's meter with reference no. 08 11254 0788004 U was checked by M&T in July 2023 and found defective. It was replaced in October 2023, and during this period, the Complainant was charged based on average billing in accordance with the NEPRA Consumer Service Manual (CSM). In the

the present scenario, the most recent bills for both reference numbers are based on actual meter readings, and no violations of the NEPRA Consumer Service Manual (CSM) have been identified.

4. In view of the said, further proceedings in this matter are being closed by this office.

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, August 13, 2024

