

**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.052459 -2024  
August 13, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZAM  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING EXCESSIVE BILLING & REPLACEMENT OF DEFECTIVE METER  
(REF#13 11461 0799201 R)**  
Case No. LESCO-LHR-35976-03-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution  
Committee (CRC), dated August 13, 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 4<sup>th</sup> Circle LESCO,  
Dist, Complex Okara Lahore.
4. XEN Hujra Division, LESCO  
66kv Grid Station Hujra Shah Muqem, Okara.
5. Mr. Muhammad Azam S/O Muhammad Ibrahim  
R/O Rajawal, Tehsil Depalpur, District Okara  
Cell#0344-7535465





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

**Complaint No. LESCO-LHR-35976-03-24**

**Mr. Muhammad Azam,**  
R/O Rajawal, Tehsil Depalpur, District Okara  
Cell#03:14-7535465

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** June 06, 2024

**On behalf of:**

**Complainant:** Mr. Muhammad Azam

**Respondent:** Mr. Shah Nawaz, SDO Hujra, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZAM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING & REPLACEMENT OF DEFECTIVE METER (REF#13 11461 0799201 R)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Azam (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 an illegal bill amounting to Rs. 54936/-. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

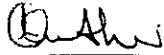
3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the connection of the Complainant was checked on October 10, 2023 by LESCO (Operation) team and found the meter "Intentionally burnt/Washed out". Subsequently, the Complainant was charged with a detection bill of 1058 units in October 2023 for the period of 03 months w.e.f. July 2023 to September 2023 on the basis of connected load (i.e., 2.5 kW). An FIR was also lodged against the Complainant.

4. In order to probe further into the matter, a hearing was held on June 06, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

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

- i. The Complainant is a commercial consumer of LESCO and has one connection installed in the name of Mr. Muhammad Ibrahim S/O Allah Din with reference number 13 11461 0799201 R under the A-2a(04) tariff. During the hearing, it was revealed that the premises of the Complainant was checked on October 10, 2023 by LESCO (Operation) team and found the meter "Intentionally burnt/Washed out". Subsequently, the Complainant was charged with a detection bill of 1058 units in October 2023 for the period of 03 months w.e.f. July 2023 to September 2023 on the basis of connected load (i.e., 2.5 kW). An FIR was also lodged against the Complainant.
- ii. The LESCO officials were directed to assess the load of the Complainant his presence and submit load assessment report. Later on, LESCO submitted load assessment report on June 27, 2024, as per which the current load of the Complainant was 0.500 kW. Therefore, the detection bill charged to the Complainant needs to be revised on latest load assessment report.
- iii. Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereto. However, the bill was charged to the Complainant in instant case seems on higher side on the basis of excessive load i.e., 2.5 kW instead of actual load i.e., 0.500 kW.

6۔ مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ اکتوبر 2023 میں موجودہ لوڈ (2.5 kW) کی بنیاد پر چارج کیا گیا 1058 یونٹس کا بل آخری جمع کروائی گئی لوڈ اسسمنٹ رپورٹ (0.500 kW) کے مطابق درست کیا جائے اور تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔



(Aisha Kalsoom)

Member Consumer Complaints  
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member Consumer Complaints  
Committee/Additional Director (CAD)

Lahore, August 13, 2024

