



**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.05/3039 -2024  
July 26, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AFZAAL HAMEED BUTT UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF CONNECTIONS & REPLACEMENT OF DEFECTIVE METER (REF# 16 11511 1078200, 10 11511 1078300 U)**  
**Case No. LESCO-LHR-31823-12-23**

Please find enclosed herewith the interim order of NEPRA Complaints Resolution Committee (CRC), dated July 26, 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 5th Circle LESCO,  
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Gulberg Division, LESCO  
132 kv Grid Station, Garden Town,  
Kalma Chowk, Lahore.
5. Mr. Afzaal Hameed Butt  
R/O 87-P, Model Town Extension, Lahore,  
Cell# 0300-8452557, 0333-5855645





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

**Complaint No. LESCO-LHR-31823-12-23**

**Mr. Afzaal Hameed Butt,**  
R/O 87-P, Model Town Extension, Lahore,  
Cell# 0300-8452557, 0333-5855645

..... Complainant

Versus

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

..... Respondent

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

**On behalf of:** Mr. Afzaal Hameed Butt  
**Complainant:**

**Respondent:** Mr. Manzoor Ahmad Khan, SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AFZAAL HAMEED BUTT UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF CONNECTIONS & REPLACEMENT OF DEFECTIVE METER (REF# 16 11511 1078200, 10 11511 1078300 U)  
Case No. LESCO-LHR-31823-12-23

**Decision**

This decision shall dispose of the complaint filed by Mr. Muhammad Nabil (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 his bidirectional meter became defective and LESCO wrongly charged him excessive billing. Accordingly, the matter was taken up with LESCO and a hearing was held on June 06, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by representatives of both the parties (i.e., LESCO and the Complainant), wherein the matter was discussed in detail. During the hearing, it was revealed that bidirectional meter of the Complainant against reference no. 16 11511 1078200 U became defective and the same was replaced by LESCO in May, 2024. After detailed deliberations, LESCO Officials agreed to revise the bill and updated billing index in the light of data downloading/retrieval report of the replaced impugned meter of the Complainant. However, the Complainant requested to pay the remaining billing amount in five (05) equal monthly installments, which was accepted by LESCO Officials.

3. Foregoing in view, LESCO is directed to:

- a. Adjustment be given to the Complainant in the light of data downloading/retrieval report of the impugned meter.
- b. Billing index of the Complainant be updated as per data downloading/retrieval report.
- c. Billing arrears be received from the Complainant in five (05) equal monthly installments.

3۔ مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ:

(الف) شکایت کنندہ کو معیوب میٹر کی ڈیٹا ڈاؤن لوڈنگ رپورٹ کے مطابق ایڈجسٹمنٹ دی جائے۔

(ب) شکایت کنندہ کا بلنگ انڈیکس ڈیٹا ڈاؤنلوڈ کی روشنی میں درست کیا جائے۔

(ج) شکایت کنندہ سے بل کے بقایا جات پانچ مساوی اقساط میں وصول کیے جائیں۔

(د) مندرجہ بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر دفتر ہذا میں جمع کروائی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

Lahore, June 26, 2024



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

