

**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.053775-2024  
August 27, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SH RIAZ AHMED UNDER  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING  
EXCESSIVE BILLING (REF# 24 11263 9000211 U)**  
**Case No. LESCO-LHR-34221-02-24**

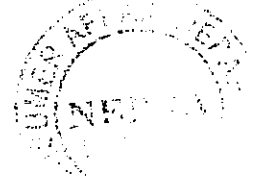
Please find enclosed herewith the Decision of NEPRA Complaints Resolution  
Committee (CRC), dated August 27, 2024 regarding the subject matter for necessary  
action and compliance within fifteen (15) days, positively.

Encl: As above

  
**(Aisha Kalsoom)**  
Assistant Director (CAD)

**Copy to:**

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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 Shahpur Division, LESCO,  
132kv Grid Station, Chung 20-KM Multan Road, Lahore.
5. XEN M&T 2nd Circle, LESCO  
132kv Grid Station Chung 20-KM Multan Road Lahore.
6. Mr. Sh. Riaz Ahmed,  
R/O 19-Km, Multan Road, Mozammal Town,  
Chung, Lahore.  
Cell#0300-8123819





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

**Complaint No. LESCO-LHR-34221-02-24**

**Mr. Sh. Riaz Ahmed**

R/O 19 Km, Multan Road, Mozammal Town,  
Thring, Lahore.  
Cell#0300-8123819

..... Complainant

Versus

**Lahore Electric Supply Company (LESCO)**

22 A, Queens Road, Lahore.

..... Respondent

**Date of Hearing:** February 06, 2024  
June 06, 2024  
August 15, 2024

**On behalf of:**

**Complainant:** Mr. Sh. Riaz Ahmed, LESCO

**Respondent:** Mr. Ahmad Faraz, SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SH RIAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 24 11263 9000211 U)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Sh Riaz Ahmed (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").

NEPRA received a complaint wherein it was submitted that LESCO has charged him: fake reading and excessive billing since April 2024. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO and various hearings were held on February 06, 2024 and June 06, 2024 at NEPRA Provincial Office, Lahore which were attended by both the parties (i.e., LESCO officials and the Complainant). During the hearings, LESCO officials (i.e., SDO and RO) were directed to replace the defective meter of the Complainant and to submit data downloading/retrieval report within fifteen (15) days but they failed to submit the same. In order to finalize the matter, another hearing was held on August 15, 2024 at NEPRA Provincial Office, Lahore, which was attended by both the parties (i.e., LESCO officials and the Complainant).

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 an industrial consumer of LESCO and has one connection installed at his premises in the name of Sh. Riaz Ahmed Haji Ghulam Mustafa under B2b(12)T tariff having reference number 24 11263 9000211 U. During the hearing, it was revealed that meter of the Complainant became defective and LESCO allotted defective code in the bill of July 2024. Additionally, the Complainant has paid a demand notice for replacement of defective meter. However, the defective meter has not yet been replaced by LESCO.
- ii. According to clause 4.4 of the Consumer Service Manual (CSM), the cost of replacement of metering installation (i.e., Defective/damaged/burnt/display

.../internal fault/weathering effect etc. not due to consumer fault will be borne by DISCO).

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

(الف) شکایت کنندہ کا معیوب میٹر فی الفور تبدیل کیا جائے اور تبدیل شدہ معیوب میٹر کو ڈاؤنلوڈ کروا کر ڈیٹا ڈاؤنلوڈ رپورٹ کے مطابق ایڈجسٹمنٹ دی جائے۔

(ب) شکایت کنندہ سے معیوب میٹر کی تبدیلی کے لیے ڈیمانڈ نوٹس کے ذریعے وصول کی گئی رقم واپس کی جائے۔

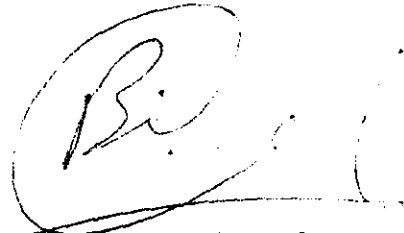
(ج) مزید برآں، معیوب میٹر کی تبدیلی کے لیے شکایت کنندہ سے ڈیمانڈ نوٹس کے ذریعے میٹر کی قیمت وصول کر کے سپر اتوائز کی خلاف ورزی کرنے پر متعلقہ ایکسپس کے خلاف لیسکو قوانین کی روشنی میں حکمانہ کارروائی کی جائے۔

(د) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ دنوں کے اندر دفتر ہذا 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 27, 2024