



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.05/2074-2024
May 09, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. YASIR MAQBOOL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF#05 11271 0020430 U)**
Case No. LESCO-LHR-37029-05-24

Please find enclosed herewith the decision of the NEPRA, dated May 09, 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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Township, Lahore.
4. XEN Johar Town Division, LESCO
Chandni Chowk Near Cine Star Cinema, Township, Lahore.
5. Mr. Yasir Maqbool
R/O Kh No. 539-116-135, Ferozian Wala, Lahore
Cell#0300-8449525





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

Complaint No. LESCO-LHR-37029-05-24

Mr. Yasir Maqbool,
R/O Kh No. 539-116-135, Ferozian Wala, Lahore
Cell#0300-8449525

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: May 09, 2024
On behalf of: Mr. Wajahat Khan
Complainant:

Respondent: Mr. Irfan Ali, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. YASIR MAQBOOL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
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REGARDING EXCESSIVE BILLING (REF#05 11271 0020430 U)
Case No. LESCO-LHR-37029-05-24**

Decision

This decision shall dispose of the complaint filed by Mr. Yasir Maqbool (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 excessive billing (i.e., 1386 units) during the month of March, 2024. The Complainant approached LESCO office but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO and a hearing was held on May 09, 2024 at NEPRA Provincial office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

4. 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 one connection installed in the name of Amanat Ali Khan, with reference number 05 11271 0020430 U, under the A-1a(01) tariff. LESCO charged a bill of 1386 units to the Complainant during the month of March 2024, whereas the Complainant's previous consumption history shows a lower pattern of consumption. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is given as follows,

Months	Year-2021	Year-2022	Year-2023	Year-2024
January	83	82	57	122
February	64	71	59	127
March	93	80	76	1386
April	149	202	115	
May	154	282	132	
June	147	240	195	
July	128	333	267	
August	298	264	218	
September	238	261	224	
October	273	202	211	
November	212	145	88	
December	171	65	73	
Average	168/month	186/month	143/month	

The above data shows that the billing history of the Complainant is healthy, with an average consumption of 168 units per month in 2021, 186 units per month in 2022, and 143 units per month in 2023. On a query regarding excessive consumption (i.e., 1386 units) in March 2024, the Complainant explained that his meter's outgoing wires were burnt/short-circuited, which was reported to LESCO. This incident led to increased consumption of impugned month (i.e., March 2024).

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

شکایت کنندہ کو ماہ مارچ 2024 میں چارج کیا گیا 1386 یونٹس کا بل درست کر کے ماضی کی صحت بخش کھپت (healthy consumption)

کے مطابق اوسط (average) چارج کی جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Aisha Kalsoom)
Assistant Director (CAD)


(Engr. Dr. Bilal Masood)
Incharge/Additional Director (CAD)

Lahore, May 09, 2024

