



**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.05/2823 -2023  
November 14, 2023

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

Subject: COMPLAINT FILED BY MR. MUHAMMAD SIDDIQUE S/O MUHAMMAD SHAFI UNDER  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING  
EXCESSIVE BILLING (REF#11 11713 0355500 U)  
Case No. LESCO-LHR-24914-05-23

Please find enclosed herewith the decision of the NEPRA dated November 14, 2023 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. Mrs. Masooma Adil,  
Manager/Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA),  
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,  
Kaim Kam Road, WAPDA Complex, Kasur.
4. XEN Kasur City, LESCO  
Kaim Kam Road, WAPDA Complex, Kasur.
5. Mr. Muhammad Siddique S/O Muhammad Shafi,  
R/O New Bazar, Kasur,  
Cell#0301-6806893



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

Complaint No. LESCO-LHR-24914-05-23

Mr. Muhammad Siddique,  
R/O New Bazar, Kasur,  
Cell#0301-6806893

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 06, 2023  
November 01, 2023,

On behalf of:  
Complainant: Muhammad Siddique

Respondent: Muhammad Ali. SDO, LESCO

Subject: COMPLAINT FILED BY MR. MUHAMMAD SIDDIQUE S/O MUHAMMAD SHAFI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#11 11713 0355500 U)  
Case No. LESCO-LHR-24914-05-23

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Siddique (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 excessive bills as compared to actual meter reading at site. Accordingly, the matter was taken up with LESCO and a hearing was held on July 06, 2023 at NEPRA Provincial office, Lahore wherein the matter was discussed in detail. In order to finalize the matter, another hearing held on November 01, 2023 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e. LESCO and the Complainant). During the hearing, both the parties advanced their arguments based on their earlier submission. Scrutiny of the record provided by both the parties revealed that the Complainant was charged with detection bill of 547 units during the month of April, 2023 for the period of three (03) months w.e.f. July 2020 to September 2023 on account of direct usage of electricity supply as LESCO declared no meter at site. However, the Complainant provided bills for the said period which revealed that the meter was at site and meter reading snaps were printed on the bill. Furthermore, the billing history of the Complainant also supports the Complainant's arguments that the detection bill is unjustified. Therefore, the detection bill charged to the Complainant by LESCO is unjustified and the same is required to be withdrawn by LESCO.

مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ اگلے بیلنگ سائیکل تک صدف کو ماہ اپریل میں چارج کیا گیا 547 یونٹس کا ڈیکٹیشن بل واپس لے اور اس بات پر تیس دنوں کی مدت (15) دنوں کے اندر جواب دے گی۔

(Aisha Kalsoom)  
Assistant Director (CAD), Lahore

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

Lahore, November 14, 2023