



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.05/506 -2024
January 01, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NADEEM SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#21 11311 0362949 U)**
Case No. LESCO-LHR-36113-04-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated January 01, 2025 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 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Shalamar Division, LESCO
Shalamar Complex Shalamar Town, Lahore.
5. Mr. Muhammad Nadeem Shah
R/O Al-Humud Garden, Wagha G.T Road, Manawa, Lahore
Cell#0301-4511484



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

Complaint No. LESCO-LHR-36113-04-24

Mr. Muhammad Nadeem Shah, **Complainant**
R/O Al-Humd Garden, Wagha G.T Road, Manawa, Lahore
Cell#0301-4511484

Versus

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

Date of Hearing: June 06, 2024
July 25, 2024
October 29, 2024

On behalf of:
Complainant: Mr. Muhammad Nadeem Shah

Respondent: Mr. Muhammad Rasheed Muhal, SDO, LESCO
Mr. Ishtiaq Ahmad, RO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NADEEM SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#02 11311 0362949 U)**
Case No. LESCO-LHR-36113-04-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Nadeem Shah (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 billing of 7083 units during the month of March, 2023. 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 consumer was not paying his electricity bill amounting to Rs. 623905/- since last three (03) years. Subsequently, LESCO disconnected the consumer's connection.

4. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were 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 domestic consumer of LESCO and has one connection installed in the name of Mr. Muhammad Aleem, referenced under number

02 11311 0362949 U with an A-1a(01) tariff. The connection was installed on October 8, 2017. During the hearing, it was revealed that the Meter Reader failed to take meter readings and, instead, random units were charged to the Complainant for 33 months (since July 2020), leading to a cumulative charging of 7,083 units by LESCO in March 2023. During the hearing, LESCO officials were also directed to submit meter reading snapshots, but they failed to submit the same. This failure indicates that LESCO had been billing the Complainant without proper meter readings, since July 2020. The LESCO officials reported that the bill of the Complainant has been corrected by segregating it from July 2020 to March 2023. However, the Complainant requested to pay the outstanding amount in multiple installments.

- ii. Analysis of the record provided by both parties reveals that LESCO charged cumulative billing to the Complainant for 33 months, which has now been segregated by LESCO. Therefore, the billing amount should be collected from the Complainant in 33 equal installments.

6. Foregoing in view, LESCO is directed to receive the outstanding amount from the Complainant in 33 installments and disciplinary action be initiated against the delinquent Meter Reader in accordance with LESCO's service rules.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو بدانت کی جاتی ہے کہ :
- (الف) شکانت کنندہ سے بل بجلی کی رقم چھتیس (33) ماہانہ اقساط میں وصول کی جائے۔
- (ب) شکانت کنندہ کا میٹر بل کی پہلی قسط ادا کرنے کے بعد فی الفور بحال کیا جائے۔
- (ج) غفلت کا مرتکب ہونے پر متعلقہ میٹر ریڈر کے خلاف لیسکو قوانین کی روشنی میں محکمانہ کارروائی کی جائے۔
- (د) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا جمع کروائی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, January 01, 2025