



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/ 677 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. ZAHID MEHMOOD
AZHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#11 11273
1443200 U)**
Case No. LESCO-LHR-39476-06-24

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. Mr. 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 Cenema, Township, Lahore.
5. Mr. Zahid Mehmood Azhar
R/O House No. 316, Block P, Johar Town, Lahore
Cell#0321-6333316, 0333-4246068



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

Complaint No. LESCO-LHR-39476-06-24

Mr. Zahid Mehmood Azhar,
R/O House No. 316, Block P, Johar Town, Lahore
Cell#0321-6333316, 0333-4246068

Complainant

Versus

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

Respondent

Date of Hearing: October 17, 2024

On behalf of:

Complainant: Mr. Zahid Mehmood

Respondent: Mr. Ahmad Faraz, XEN, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID MEHMOOD AZHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#11 11273 1443200 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Zahid Mehmood (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 meter became defective (overshoot) and same was replaced by LESCO in May 2023. Later on, LESCO charged him an excessive bill amounting to Rs. 405402 in March 2024. The complainant approached LESCO but his grievance was not redressed.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit the report within stipulated time period.

4. In order to probe further into the matter, a hearing was held on October 17, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e., LESCO and the Complainant).

5. 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 one connection installed in the name of Mr. Babar Hassan with reference no. 11 11273 1443200 under A-1a(01) During the hearing, it was revealed that the meter of the Complainant became defective (overshoot) during August 2023 and same was replaced in September 2023 by LESCO. The complainant was charged with average billing for the month of August 2023. The replaced impugned meter was sent to M&T Lab for further inspection. However, the data of the impugned meter was downloaded by M&T Department in February 2024 and found 6345 units chargeable to the Complainant. Subsequently, the Complainant was charged with 6345 units by LESCO on the basis of data download/retrieval report in March 2024. Later on, LESCO admitted through the submission of report vide letter

- dated July 24, 2024 that the Complainant's meter got overshoot rendering the retrieved units (6345) unjustified thus necessitating their withdrawal.
- ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

Month/Year	2021	2022	2023	2024
January	351	399	327	380
February	376	276	303	245
March	389	368	356	232 + 6345(Retrieved Units)
April	363	671	460	259
May	834	1047	615	565
June	941	1048	809	1121
July	1162	1135	1189	828
August	1177	856	856 (Average charged)	652
September	1086	739	451	549
October	194	413	328	381
November	293	254	253	247
December	321	323	207	157

- The billing history tabulated above indicates that the consumption pattern of the consumer remained the same before and after the replacement of impugned meter. Such pattern is evident of the fact that the impugned meter got overshoot or was possibly being used somewhere else due to the delay (between replacement and downloading/retrieving the data of impugned meter) caused by LESCO.
- iii. Perusal of the documentary evidence submitted by both parties reveals that the Complainant's meter got overshoot in August 2023, resulting in a triggered and higher consumption of 6345 units. Furthermore, the Complainant's consumption pattern also indicates a consistently lower consumption pattern, which supports the Complainant's claim that he could not have consumed such a high number of units in one month. Therefore, the bill of 6345 units charged to the Complainant in March 2024, based on the data downloading/retrieval report seems unjustified and the same is required to be withdrawn.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو چارج کیے گئے 6345 یونٹس کا ناجائز بل ختم کرے اور چارج کیے گئے FPA/LPS کو بھی ایڈجسٹ کرے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر 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