



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.05/802-2025
February 13, 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 IMRAN S/O ALLAH YAR SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 10 11233 1040737 U)**

Case No. LESCO-LHR-49228-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated February 13, 2025 regarding the subject matter for necessary action and compliance within ten (10) 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, Town Ship, Lahore.
4. XEN Allama Iqbal Town Division, LESCO
132 kv Gird station Saidpur Multan Road, Lahore.
5. Mr. Muhammad Imran S/O Allah Yar
R/O 370, Mehran Block, Allam Iqbal Town, Lahore
6. Cell# 0305-8953283





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

Complaint No. LESCO-LHR-49228-01-25

Mr. Muhammad Imran,
R/O 370, Mehran Block, Allam Iqbal Town, Lahore
Cell# 0305-8953283

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: January 28, 2025

On behalf of:

Complainant: Mr. Muhammad Imran

Respondent: Mr. Muhammad Sohail, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IMRAN S/O ALLAH YAR SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 10 11233 1040737 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Imran (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 an unjust bill amounting to Rs. 362902/- during the month of December 2024. The Complainant approached LESCO but the grievances of Complainant were not redressed. Subsequently, the Complainant approached NEPRA seeking resolution of his complaint and redressal of his grievance.

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

4. In order to probe further into the matter, a hearing was held on January 28, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both 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 one connection installed in the name of Ch. Azam Ali Khan with reference no. 10 11233 1040737 U under A-1a(01) tariff. During the hearing, LESCO reported that the Complainant's meter became defective and was replaced on March 14, 2024. The replaced meter was sent to the M&T Lab for data downloading/retrieval. According to the M&T report, 5152 units were found chargeable to the complainant. Subsequently, the Complainant was charged with retrieved units (i.e., 5152 units) by LESCO in December 2024 based on data downloading/retrieval report. The Connection of the Complainant was disconnected by LESCO in January 2025 due to non-payment of the disputed electricity bill.



- ii. After detailed analysis and thorough review of documentary evidence submitted by both parties along with their respective arguments it was revealed that the Complainant's meter became defective and was replaced in March 2024, whereas LESCO charged retrieved units (i.e., 5152) units to the Complainant in December 2024, after nine (09) months of meter's replacement which is clear violation of Consumer Service Manual (CSM). Therefore, the disputed retrieved units charged to the Complainant are unjustified and needs to be waived off by LESCO. Perusal of billing history revealed that the Complainant was charged with zero (0) reading from January 2024 to March 2024 which should be revised on average basis.

5. In this regard, clause 4.3.2 (d) of CSM provides that "The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice".

6. Foregoing in view, LESCO is directed to;

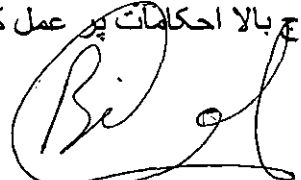
- The disputed bill of 5152 units charged to the Complainant during the month of December 2024 based on data downloading/retrieval report by M&T be waived off.
- As the Complainant was charged with zero (0) reading from January 2024 to March 2024, hence the average be charged for the disputed period (i.e., January 2024 to March 2024).
- Complainant's connection be restored immediately.
- Compliance report be submitted within fifteen (15) days.

- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ؛
- (الف) کنزیومر سروس مینٹنل (CSM) کی شق (d) 4.3.2 کو مد نظر رکھتے ہوئے شکایت کنندہ کو مارچ 2024 میں معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کی بنیاد پر چارج کیا گیا 5152 یونٹس کا بل ختم کیا جائے اور اس مد میں چارج کیے گئے FPA/LPS (اگر کوئی ہے) کو بھی منہی کیا جائے۔
- (ب) جیسا کہ شکایت کنندہ کو عرصہ جنوری 2024 سے مارچ 2024 کے دوران لیسکو نے زیرہ (0) ریڈنگ چارج کی اس لیے جنوری 2024 سے مارچ 2024 کے لیے شکایت کنندہ کو ایوریج بلنگ چارج کی جائے۔
- (ج) شکایت کنندہ کا کنکشن فی الفور بحال کیا جائے۔
- (د) درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, February 13, 2025


(Engr. Dr. Bilal Masood)
Member Complaints Resolution
Committee/Additional Director (CAD)

