

**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.05/4806-2024
October 16, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMZA SHAHID GILL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 08 11263 1051460 U)**
Case No. LESCO-LHR-43217-08-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated October 16, 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. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's 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 Shahpur Division, LESCO
132kv Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Hamza Shahid Gill,
R/O House 13, Street 14, A Block,
Adean Value Homes, Lahore.
Cell# 0333-6535773





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

Complaint No. LESCO-LHR-43217-08-24

Mr. Hamza Shahid Gill,
R/O House 13, Street 14, A Block,
Feroze Value Homes, Lahore.
Cell# 0333-6535773

..... Complainant

Versus

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

..... Respondent

Date of Hearing: October 15, 2024

On behalf of:

Complainant: Mr. Hamza Shahid Gill (through zoom)

Respondent: Mr. M. Azam, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMZA SHAHID GILL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 08 11263 1051460 U)

DECISION

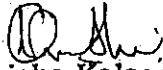
This decision shall dispose of the complaint filed by Mr. Hamza Shahid Gill (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO charged him an extra bill amounting to Rs. 36816. Accordingly, the matter was taken up with LESCO and a hearing was held on October 15, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the meter of the complainant became defective in October 2023 and was replaced in November 2023. The data of the impugned meter was downloaded by M&T Department on August 12, 2024 and found 645 units chargeable to the Complainant. Subsequently, the Complainant was charged with 645 units by LESCO based on data download/retrieval report in August 2024, after nine (09) months of replacement of impugned meter.

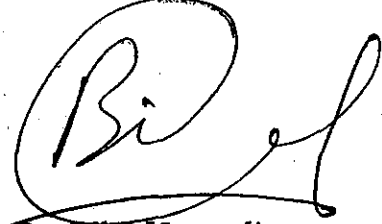
3. In this regard, clause 4.3.2 (d) of NEPRA Consumer Service Manual (CSM) provides that "The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company 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". In the instant case, data is not retrieved within six (6) months, therefore, the Complainant shall not be liable to pay any adjustment. LESCO charged the bill to the Complainant on the basis of downloaded units (645 units) in August 2024, after a lapse of nine (09) months, such action of LESCO is a clear violation of Consumer Service

Manual (CSM), therefore, the Complainant is not liable to pay the adjustment bill of 645 units.

4۔ مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکایت کنندہ کا میٹر نومبر 2023 میں تبدیل کیا گیا جبکہ لیکو نے ایم اینڈ ٹی ڈی پارٹمنٹ کی رپورٹ کی روشنی میں اگست 2024 میں (تقریباً نو ماہ بعد) شکایت کنندہ کو 645 یونٹس کا بل چارج کیا جو کہ کنزیومر سروس مینسول (CSM) کی متعلقہ شقوں کی سریر خلاف ورزی ہے۔ لہذا لیکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو چارج کیا گیا 645 یونٹس کا بل ختم کرے اور چارج کیے گئے FPA/LPS کو بھی ایڈجسٹ کرے۔ درج بالا احکامات پر عمل کی رپورٹ چندرہ (15) یوم کے اندر جمع کر دائی جائے۔



(Aisha Kalsoom)
Member Complaints Resolution
Committee/Assistant Director (CAD)



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

Lahore October 16, 2024

