



**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/*Feb* 2025  
February 14 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 AZEEM YAQUB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 10 11562 1116800 U)**  
**Case No. LESCO-LHR-40053-07-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated February 14, 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. 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 5th Circle LESCO,  
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Defence East Division, LESCO  
425-EE, DHA Ghazi Road, Lahore.
5. Mr. Muhammad Azeem Yoqub  
R/O 200-L, Phase I, Lahore.  
Cell# 0322-4423000





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

**Complaint No. LESCO-LHR-40053-07-24**

**Mr. Muhammad Azeem Yaqoob,**  
R/O 200-L, Phase I, Lahore.  
Cell# 0322-4423000

**Complainant**

Versus

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

**Respondent**

**Date of Hearing:** July 18, 2024  
January 07, 2025  
January 28, 2025

**On behalf of:**  
**Complainant:** Mr. Muhammad Azeem Yaqoob (Online)

**Respondent:** Mr. Sajid Hussain, RO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZEEM YAQUB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 10 11562 1116800 U)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Azeem Yaqub (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").

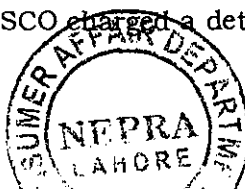
2. The Complainant in his complaint submitted that LESCO has charged him excessive billing as compared to the actual meter reading at site. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

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

4. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore. The hearings were attended by representatives of both the parties (i.e., LESCO and the Complainant) 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 Mr. Manzoor Ahmad, with reference number 10 11562 1116800 U, under the A-1b (03)T tariff. During the hearing, it was revealed that the Complainant's premises was checked by LESCO (Operations) team on January 13, 2024 and it was found that the Complainant was using direct supply. Subsequently, LESCO charged a detection bill of 1,274 units to



the Complainant in June 2024 for the month of January 2024, based on an average calculation. The Complainant lodged a complaint with NEPRA. Due to the case being under adjudication at NEPRA, the Complainant was unable to pay the disputed electricity bill.

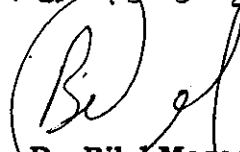
- ii. After a detailed analysis and thorough review of the documentary evidence submitted by both parties, along with their respective arguments, it was revealed that the bill charged to the Complainant is justified. However, the Complainant failed to pay his electricity bill due to his case being under adjudication at NEPRA and now wishes to pay the bill in six equal monthly installments. Therefore, LESCO is directed to accept the payment from the Complainant in six (06) equal monthly installments.

7. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو قابل ادائیگی بقایا جات کی چھ (06) مساوی ماہانہ اقساط بنا کر دی جائیں اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, February 14, 2025

