



**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.05⁵⁰⁹-2025
January 24, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY CHAUDHARY MANZAR LATIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 44 11334 1351000 U)**
Case No. LESCO-LHR-45818-10-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated January 24, 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. Mr. 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 Mcleod Road, Division, LESCO
Near Emperial Cinema Mcleod Road, Lahore.
5. Chaudhary Manzar Latif
R/O 2 Kashmir Road, The Mall, Lahore, 54000.
Cell#0300-4508004



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

Complaint No. LESCO-LHR-45818-10-24

Chaudhary Manzar Latif

R/O 2 Kashmir Road, The Mall, Lahore, 54000.

Cell#0300-4508004

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: October 29, 2024

January 16, 2024

On behalf of:

Complainant: Ms. Madiha Latif

Respondent: Mr. M. Tariq, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY CHAUDHARY MANZAR LATIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 44 11334 1351000 U)**

DECISION

This decision shall dispose of the complaint filed by Chaudhary Manzar Latif (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. NEPRA received a complaint wherein it was submitted that the Complainant was charged with excessive billing by LESCO. The Complainant approached LESCO but the grievances of Complainant were not redressed. Subsequently, the Complainant approached NEPRA to resolve his complaint and redress his grievance.

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

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 written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. During the hearing, it was revealed that the Complainant's meter became defective (i.e., burnt) in September 2022 and was replaced by LESCO in the same month. However, the Complainant was not charged as per the actual meter reading snaps, instead charged with zero (0) units for the period from October 2022 to April 2023. In May 2023, the Complainant was charged with cumulative billing (i.e., 21,602 units), which was paid by the Complainant. Later on, the meter became defective once again in June 2023 and was replaced in January 2024 by LESCO. During the disputed period i.e., June 2023 to January 2024, the Complainant was charged with random units instead of average billing.

- ii. In order to arrive at an informed decision, the billing data of Complainant has been analyzed. The billing history of the Complainant is tabulated as follows,

Month/Year	2021	2022	2023	2024
January	2579	3177	0	0
February	2074	1575	0	0
March	954	1418	0	0
April	1167	2075	0	10759 (Accumulative)
May	1758	3008	21602 (Accumulative)	4332
June	2889	2939	2939	4890
July	2599	4561	7962	4746
August	2646	3669	3669	6566
September	3635	3635	6871	-
October	1856	0	6871	-
November	1418	0	2000	-
December	2331	0	2000	-

- iii. A detailed analysis and thorough review of the Complainant's billing history, along with the documents submitted by both parties along with their respective arguments, it was revealed that the random billing charged to the Complainant from June 2023 to December 2023 is unjustified in clear violation of the Consumer Service Manual (CSM). Moreover, the billing history for the year 2022 is not healthy, as accumulative units were charged. Therefore, the average cannot be calculated based on year 2022 consumption. After detailed deliberations, LESCO officials were directed to revise the randomly charged bills to the Complainant from June 2023 to December 2023 as per average consumption of the year 2021 whereas the exported units be adjusted accordingly.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کہ ہدایت کی جاتی ہے کہ:
- (الف) شکایت کنندہ کو معیوب میٹر کی خرابی کے عرصہ (جون 2023 تا دسمبر 2023) کے دوران چارج کی گئی فرضی بلنگ کو درست کر کے سال 2021 کی صحت مند کھپت کے مطابق ایوریج چارج کی جانے کیونکہ سال 2022 کی ایوریج مجموعی (accumulative) یونٹس چارج ہونے کی وجہ سے حقیقی نہیں رہی۔
- (ب) شکایت کنندہ کے ایکسپورٹڈ (exported) یونٹس کی ایڈجسٹمنٹ کو بھی یقینی بنایا جائے۔
- (ج) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر دفتر ہذا پیش کی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, January 24, 2025