



# 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.05/1034-2025  
February 24, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SYED RAZA HUSSAIN  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING  
WRONG BILLING (REF# 16 11218 2383900 U)**  
**Case No. LESCO-LHR-50023-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated February 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. 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, Town Ship, Lahore.
4. XEN Township Division, LESCO  
132kv Grid Station Chandni Chowk Township, Lahore.
5. Mr. Syed Raza Hussain  
R/O House No. 414-D, NFC, Lahore  
Cell#0313-5236769





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

**Complaint No. LESCO-LHR-50023-01-25**

**Mr. Syed Raza Hussain,**  
R/O House No. 414-D, NFC, Lahore  
Cell#0313-5236769

**Complainant**

Versus

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

**Respondent**

**Date of Hearing:** February 13, 2025

**On behalf of:**

**Complainant:** Syed Raza Hussain

**Respondent:** Mr. Muhammad Khurram, LM-II, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SYED RAZA HUSSAIN  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING  
WRONG BILLING (REF# 16 11218 2383900 U)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Syed Raza Hussain (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 wrong 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, the hearing was held at NEPRA Provincial Office, Lahore. The hearing was 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 the connection installed in the name of Mr. Riaz Hussain Gillani, with reference number 16 11218 2383900 U, under the A-1b (03)T tariff. During the hearing, it was revealed that the Complainant was charged with zero (0) reading from May 2024 to October 2024. Subsequently, LESCO charged the Complainant with

• accumulated billing of 2180 units in November 2024 for the period of seven (07) months (i.e., May 2024 to November 2024).

ii. After a detailed analysis and thorough review of the documentary evidence submitted by both parties, along with their respective arguments, it was observed that the complainant was unable to pay the bill for November 2024 due to the accumulated charges. Furthermore, the Complainant requested to pay the bill in seven (07) monthly installments.

6. Foregoing in view, LESCO is directed to accept the payment from the Complainant in seven (07) equal monthly installments and submit compliance report within fifteen (15) days.

مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو قابل ادا نیکی بقایا جات کی سات (07) 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 24, 2025

