



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/ ⁴⁶⁷ -2025
January 30, 2025

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

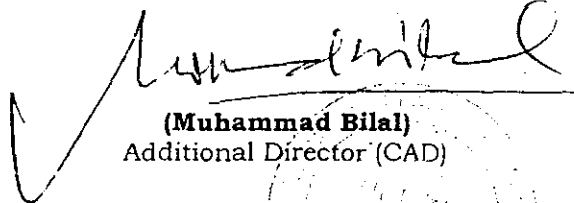
Subject **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11128
0181909 U)**
LESCO-LHR-7519-09-21

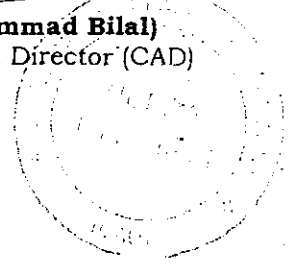
Please find enclosed herewith the decision of the NEPRA Complaints
Resolution Committee (CRC) dated January 30, 2025 regarding the subject matter
for necessary action.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Muhammad Abdullah s/o Faqeer Muhammad
Chak No. 41, Adhian Road, Muhammad Pura,
Tehsil Ferozwala, District Sheikhpura.
0322-4955556 / 0344-4776710


(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-7519-09-21

Mr. Muhammad Abdullah S/o Faqeer Muhammad,
Chak# 41, Adhian Road, Muhammad Pura,
Tehsil Ferozewala, District Sheikhupura.
0322-4955556 / 0344-4776710

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

..... **Respondent**

Date of Hearing: December 09, 2024
December 27, 2024

On Behalf of
Complainant: Mr. Raheel Abdullah Advocate

Respondent: Mr. Tahir, Director (Commercial), LESCO
Mr. Saadat, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 46 11128 0181909 U)

&

ORDER PASSED BY THE HONORABLE LAHORE HIGH COURT, LAHORE IN WRIT PETITION NO. 70452/2024.

In pursuance of Order passed by the Honorable Lahore High Court, Lahore in Writ Petition No. 70452/2024, this decision shall dispose of the complaint filed by Mr. Muhammad Abdullah, Chak No. 41, Adhian Road, Muhammad Pura, Tehsil Ferozewala, District Sheikhupura (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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. Brief facts of the case are that LESCO charged excessive bills to the Complainant upto the month of December, 2022. Being aggrieved with the excessive billing, the Complainant lodged a complaint before NEPRA which was decided by NEPRA vide decision dated June 05, 2023. LESCO was directed to revise the bill of the Complainant as per the latest meter reading snap by next billing cycle and necessary adjustments on account of FPA & LPS were also to be carried out alongwith initiation of disciplinary action against the delinquent official (i.e. SDO & Meter Reader), however, LESCO did not implement the said decision.

3. Subsequently, the Complainant filed a writ petition No. 70452/2024 before Lahore High Court, Lahore for redressal of his grievances regarding non-implementation of decision

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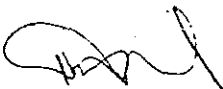
CRC Decision - LESCO-LHR-7519-09-21: Mr. M. Abdullah VS. LESCO (Writ Petition No. 70452/2024)

of NEPRA. The honorable Court vide decision dated November 11, 2024 directed NEPRA to decide the matter within a period of one (01) month.

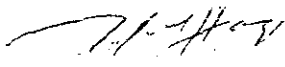
4. Accordingly, a hearing was held on December 09, 2024 NEPRA Head Office, Islamabad which was attended by both the parties. During the hearing, LESCO vide letter dated December 09, 2024 submitted that total disputed amount was 291,2,951/- out of which a refund amounting to Rs. 25,86,791/- has been granted to the Complainant and remaining amount i.e. Rs. 3,26,160/- is payable by the Complainant. As such the decision of the honourable court was implemented by LESCO within the given time period i.e. one (01) month of the issuance of the orders of the court. However, the Complainant raised observations over the remaining amount i.e. 326,160/-. Therefore, for resolution of the issue as per satisfaction of the Complainant, this office issued a hearing notice vide letter dated December 18, 2024 for hearing to be held on December 27, 2024. Meanwhile the Complainant filed a contempt of Court petition on December 19, 2024 before Light Court, Lahore. Pursuant to the hearing notice dated December 18, 2024 another hearing was held on December 27, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. LESCO & the Complainant. After detailed deliberation/discussion with LESCO official the Complainant accepted the outstanding amount already conveyed vide LESCO's letter dated December 09, 2024 as correct and following was agreed between the parties (LESCO & the Complainant):-

- (i) The consumer is liable to make payment of actual outstanding dues amounting to Rs. 326,160/-.
- (ii) The consumer will pay the above outstanding amount in five (5) equal installments.
- (iii) Electricity supply of the Complainant is to be restored subject to payment of 1st installment.

5. Later on LESCO vide letter dated January 24, 2025 apprised that upon payment of 1st installment of the outstanding amount, electricity supply of the Complainant has been restored as agreed during the hearing held on December 27, 2024. Therefore, further proceedings in the matter are being closed by this office.


(Lashkar Anan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 30, 2025