



**Registrar**

# **National Electric Power Regulatory Authority**

## **Islamic Republic of Pakistan**

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No. NEPRA/DG(CAD)/TCD-05/38804-07


October 14, 2021

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 HUSSAIN S/O QADIR BAKHSH THROUGH RANA MUHAMMAD ALI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING & RESTORATION OF ELCTRICITY SUPPLY (A/C # 45 11735 1901300). LESCO-168/12/2020**

Please find enclosed herewith the Decision of the Member (Consumer Affairs) dated October 11, 2021 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above

  
( Shakil Ahmed )  
Additional Director  
Registrar Office

**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. Mr. Muhammad Hussain S/o Qadir Bakhsh through Rana Muhammad Ali, President All Pakistan Be-Rozgar Party, Mandi Kangan Pur, Tehsil Chunian, District Kasur.



**BEFORE THE**  
**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**  
**Complaint No. LESCO-168/12/2020**

Mr. Muhammad Hussain S/o Qadir Bakhsh,  
C/o Rana Muhammad Ali, President,  
All Pakistan Be-Rozgar Party, Mandi Kangan Pur,  
Tehsil Chunian, District Kasur.  
Ph # 0300-5193829

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** 29<sup>th</sup> January, 2021  
16<sup>th</sup> March, 2021  
04<sup>th</sup> August, 2021

**On behalf of**

**Complainant:** i. Rana Muhammad Ali  
ii. Muhammad Hussain

**Respondent:** i. Syed Qudratullah (SDO)  
ii. Syed Wajahat (SDO)  
iii. Muhamma Umer Hayat (RO)

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD HUSSAIN S/O QADIR BAKHSH THROUGH RANA MUHAMMAD ALI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING & RESTORATION OF ELCTRICITY SUPPLY (A/C # 45 11735 1901300)

**DECISION**

Through this decision, complaint filed by Mr. Muhammad Hussain (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"), is being disposed of.

2. NEPRA received a complaint on December 03, 2020 from Mr. Muhammad Hussain through Rana Muhammad Ali wherein the issue agitated by the Complainant was that LESCO had charged 34300 units in excess in the year 2012 which were later on corrected and an amount of Rs. 252,740/- was credited to him. Accordingly, he paid his bills regularly. Thereafter LESCO debited an amount of Rs. 170,868/- on account of Audit para and also charged excessive bill to the tune of 23284 units and the connection was disconnected. He requested the concerned officials for correction of bill but the same was not corrected. The Complainant prayed this office to intervene in the matter and issue directions to LESCO for correction of bill(s) and reconnection of electricity supply without any further charges.

3. The subject matter was taken up with LESCO. In response LESCO inter alia reported that the Complainant was charged a bill amounting to Rs. 170,068/- through the audit note during February, 2013 and the connection was disconnected on account of arrears amounting to Rs. 575,919/-. The bill charged to the Complainant is justified and the Complainant has to pay pending arrears for restoration of his connection.

4. In order to probe into the matter, a hearing was held on January 29, 2021 at NEPRA Regional Office, Lahore wherein both the parties participated and advanced their arguments. LESCO was directed to provide the documents/billing history/justification etc and was further directed to restore the connection after partial payment of Rs. 50,000/- by the Complainant. Accordingly, LESCO submitted partial documents and restored the electricity supply. In order to finalize the matter, another hearing was held on August 04, 2021 at NEPRA Head Office, Islamabad wherein the matter was again discussed in detail with both the parties.

5. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed.

- i. During August, 2011 the Complainant was charged a detection bill of 11038 units amounting to Rs. 63,394/- and the meter was replaced during October, 2011.
- ii. According to the Complainant, electricity supply was disconnected but LESCO charged bills w.e.f. November 2011 to May 2012. The record reveals that the Complainant approached LESCO for withdrawal of the detection bill and wrong bills. In response, LESCO scrutinized its record in light of report of M&T and recommended for withdrawal of wrong bills and detection bill totaling 34242 units. Accordingly, an amount of Rs. 252,739/- was credited to the Complainant. However, in February 2013, an amount of Rs. 170,868/- was again debited to the Complainant's account on observation of local audit party.
- iii. LESCO was provided ample opportunity to justify debiting of Rs. 170,868/- to the Complainant's account, however; no concrete evidence was placed on record by LESCO.
- iv. The clause 8.8 of Consumer Service Manual (CSM) envisages that if a connection is disconnected by DISCO and subsequently such action is declared as null and void by NEPRA/POI/Court of Law/any other competent forum, no fee/charges on account of reconnection fees/fixed charges/minimum charges / security deposit/ cost of material is chargeable to the consumer.



6. Foregoing in view, LESCO is directed to withdraw the amount of Rs. 170,868/- debited to the Complainant being unjustified. The account of the Complainant be overhauled and the amount of Rs. 50000/- already paid by the Complainant be adjusted accordingly. A compliance report be submitted within (30) days.

  
(Rehmatullah Baloch)  
Member (Consumer Affairs)

Islamabad, October // , 2021