



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/ ³⁸⁵⁷ -2024
August 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS YOUSAF
S/O MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 46 11128
0029410 U)
LESCO-LHR-27339-08-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated August 29, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road,
Model Town, Lahore
3. Rana Rizwan Sibghatullah, Incharge Central Complaint Cell,
Focal Person, NEPRA, LESCO, 22-A, Queens Road, Lahore.
4. S.E 1st Circle LESCO,
132 kv Suggian Grid Station,
Abdul Qadir Jilani Road, Lahore.
5. XEN Ferozewala Division, LESCO
132 kv Rustam Gird Sheikhpura Road,
Gulshan-e-Ravi, Lahore.
6. Mr. Waqas Yousaf S/o Muhammad Yousaf,
R/O Sanam Abad, Addhian Road, Tehsil Ferozewala,
Cell#0321-4173937

(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)
For follow up please.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-27339-08-23

Mr. Waqas Yousaf,
R/ Sanam Abad, Addhian Road, Tehsil Ferozewala.
Cell#0321-4173937

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: June 05, 2024

On behalf of:

Complainant: Mr. Waqas Yousaf

Respondent: Mr. Khalil Yousaf, SDO LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS YOUSAF S/O MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#46 11128 0029410)

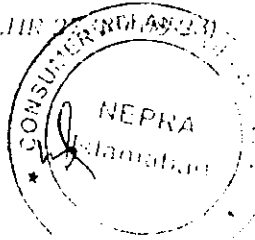
DECISION

Reference is made to the hearing held on June 05, 2024 at NEPRA Head Office, Islamabad, regarding the subject matter.

2. Brief facts of the case are that the Complainant was charged excessive billing as compared to actual meter reading at site. According to the details, the Complainant was charged 41726 Off-peak units excessively upto September, 2023 as compared to actual meter reading. After due process of hearing(s); NEPRA vide decision dated December 29, 2023 decided the matter whereby LESCO was directed to revise the bill of the Complainant in accordance with the actual meter reading and Late Payment Surcharge (LPS) & FPA was also required to be adjusted accordingly. In response, LESCO vide report dated June 06, 2024 reported that bill of the Complainant has been corrected as per M&T report and the Complainant's account has also been overhauled accordingly. However, the Complainant vide rejoinder dated nil raised certain observations over the report of LESCO and submitted that LESCO has not provided the correct relief/refund.

3. In order to proceed further a hearing was held on June 05, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties (LESCO & the Complainant) wherein the case was discussed in detail. During the hearing it was observed that LESCO corrected the bill according to the current readings whereas meter was installed during the month of October, 2022. Hence due to difference of applicable rates of electricity over the disputed period, the Complainant was not granted due relief.

CPC Decision: Mr. Waqas Yousaf VS. LESCO (LESCO LHR 27339-08-23)



4. Foregoing in view, LESCO is directed to overhaul the account of the Complainant w.e.f. October 2022 by dividing total units over the whole period and charge bills as per applicable tariff/ FPA in the relevant months. Moreover, there is no intimation of disciplinary action as directed vide this office decision dated December 29, 2023. LESCO is further directed to submit complete compliance report within fifteen (15) days.



(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (CAD)



(Moqem Ul Hassan)

Member Complaints Resolution Committee
/ Assistant Legal Advisor (CAD)



(Naweed Hlali Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 29, 2024

