



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/ ²⁶⁴⁰ -2025
July 03, 2025

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

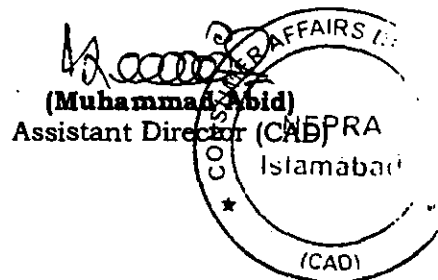
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IJAZ AHMAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (A/C# 46 11124 2400181 U)
LESCO-LHR-45051-10-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated July 03, 2025, regarding the subject matter, for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
3. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
4. S.E 1st Circle LESCO,
132 kV Suggian Grid Station,
Abdul Qadir Jilani Road, Lahore
5. XEN Ferozewala Division, LESCO
32 kv Rustam Gird Sheikhupura Road,
Gulshan-e-Ravi, Lahore.
6. Mr. Ijaz Ahmad,
R/O 77-M Quaid-e-Azam Industrial Estate,
Kot Lakhpat, Lahore.
Cell#0333-3444493



For follow-up, please



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

Complaint No. LESCO-LHR-45051-10-24

Mr. Ijaz Ahmad,
R/O 77-M Quaid-e-Azam Industrial Estate,
Kot Lakhpat, Lahore.
Cell#0333-3444493

..... Complainant

Versus

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

..... Respondent

Date of Hearing: October 29, 2024

On behalf of:

Complainant: Mr. Ijaz Ahmad

Respondent: Mr. Saadat, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IJAZ AHMAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECION BILL (REF#46 11124 2400181 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Ijaz Ahmad (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 charged him a bill amounting to Rs. 736,858/- in August 2024 based on meter's one phase dead as per M&T report. 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.

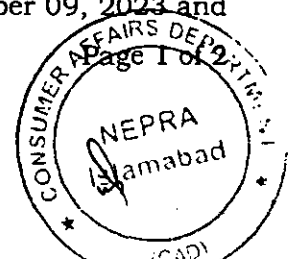
3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit the report.

4. In order to probe further into the matter, a hearing was held on October 29, 2024 at NEPRA Provincial Office, Lahore which was 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 the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant is an industrial consumer of LESCO. The connection installed at premises is in the name of Mr. Liaqat Ali with reference number 46 11124 2400181 U, under the B1b(09)T tariff. During the hearing, it was revealed that the Complainant's meter was replaced with AMR meter in July 2023 and the replaced meter was sent to M&T. The M&T checked the meter on October 09, 2023 and

CRC Decision - Mr. Ijaz Ahmed VS. LESCO (LESCO-LHR-45051-10-24).



found its one phase dead. Subsequently, the Complainant was charged with a supplementary bill of 19403 units by LESCO in June 2024 for the period of six months w.e.f. January 2023 to June 2023 on the basis of 33% slowness.

ii. Relevant Clauses of Consumer Service Manual (CSM) elaborate that;

4.3.3 (c) i. "In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation".


4.3.3 (c) ii. "Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles".


iii. There are no allegation against the complainant for theft of electricity.

iv. LESCO has charged supplementary bill to the Complainant for the period of six months based on slowness (i.e., 33.3%) which is on higher side as the extended billing period of six months constitutes a clear violation of the Consumer Service Manual (CSM). Therefore, the same is required to be revised for two months prior to date of checking and enhancement of multiplying factor till replacement of meter.

6. Foregoing in view, LESCO is directed to revise the supplementary bill of 19403 units charged to the complainant in the month of June 2024 from six months to two months on the basis of 33.3% slowness, prior to date of checking and multiplying factor be enhanced till replacement of these meters. A compliance report be submitted within fifteen (15) days, positively.

مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ جون 2024 کے مہینے میں شکایت کنندہ سے وصول کیے گئے 19403 یونٹس کے سپلیمنٹری بل کو 33.3 فیصدست روی کی بنیاد پر چھ ماہ سے دو ماہ تک ریوائر کیا جائے، جانچ کی تاریخ سے پہلے اور خراب شدہ میٹر کی تبدیلی تک جزو ضربی کو بڑھایا جائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر مثبت طور پر پیش کی جائے۔


(Lashkar Khan 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, July 03, 2025

