



**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.05/5890-2024  
November 29, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MIRZA ISHFAQ BAIG  
S/O MIRZA MUSHTAQ BAIG UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,  
1997 AGAINST LESCO DETECTION BILL (REF# 09 11331 0825700 U)  
Case No. LESCO-LHR-29468-10-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated November 29, 2024 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. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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 3rd Circle LESCO,  
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Mcleod Road, Division, LESCO  
Near Emperial Cinema Mcleod Road, Lahore.
5. Mr. Mirza Ishfaq Baig S/O Mirza Mushtaq Baig  
R/O Riaz Ul Din Chowk, Nila Ghumbad, , Anarkali, Lahore  
Cell#0322-4694064





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

**Complaint No. LESCO-LHR-31075-11-23**

**Mr. Mirza Ashfaq Baig S/O Mirza Mushtaq Baig,**  
R/O Riaz Ul Din Chowk, Nila Ghumbad, Anarkali, Lahore  
Cell#0322-4694064

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** January 31, 2024  
February 22, 2024  
July 18, 2024  
July 25, 2024  
August 08, 2024  
October 22, 2024

**On behalf of:** Mr. Asim Fahim  
**Complainant:**

**Respondent:** Mr. Nazir Awan, Addl. SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MIRZA ISHFAQ BAIG S/O MIRZA MUSHTAQ BAIG UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO DETECTION BILL (REF# 09 11331 0825700 U)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Mirza Ashfaq Baig S/O Mirza Mushtaq Baig (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 his meter became defective (over-shoot) and LESCO charged him an excessive bill amounting to Rs. 300,219/- in September 2022, which is not as per his actual consumption. Furthermore, the connection of the Complainant has been disconnected due to non-payment of the bill. Accordingly, the matter was taken up with LESCO and various hearings were held on January 31, 2024, February 22, 2024, July 18, 2024, July 25, 2024, and August 08, 2024 at NEPRA Provincial Office, Lahore. During the hearing, LESCO officials were directed to install check meter in series with the impugned meter to check meter's accuracy and submit meter accuracy report. Subsequently, LESCO submitted meter's accuracy report by installing the check meter.

3. In order to finalize the matter, another hearing was held on October 22, 2024, at the NEPRA Provincial Office, Lahore, which was attended by representatives of both parties (i.e., LESCO and the Complainant), wherein the matter was discussed in detail. During the hearing, LESCO officials reported that the Complainant was charged with 5,423 units in September 2022 according to the meter's reading. However, the meter's accuracy was checked on NEPRA's directions by installing the check meter in series with the impugned meter. The impugned meter was found over-shoot, and the fastness could not be established due to the meter's erratic behavior.

4. After detailed analysis and scrutiny of the records provided by both parties and their arguments, it was observed that the meter was over-shoot in September 2022, and

the subsequent bill of 5,423 units, charged to the Complainant was not in accordance with his actual consumption. Therefore, the bill of 5,423 units charged to the Complainant in September 2022 by LESCO is unjustified and should be waived off by LESCO. Instead, the Complainant should be charged on an average basis for September 2022.

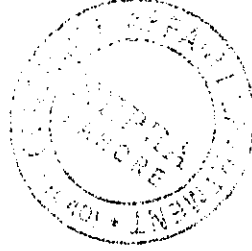
5. مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکانت کنندہ کا میٹر ماہ ستمبر 2022 میں خراب (over-shoot) ہو گیا تھا جس کے نتیجے میں ماہ ستمبر میں شکانت کنندہ کو چارج کیا گیا 5423 یونٹس کا بل غیر حقیقی اور ناجائز ہے لہذا لیسکو کو ہدانت کی جاتی ہے کہ:
- (الف) شکانت کنندہ کو ماہ ستمبر 2022 میں چارج کیا گیا 5423 یونٹس کا ناجائز بل ختم کیا جائے اور اس کے بجائے ماہ ستمبر 2022 کے لیے ایوریج چارج کی جائے۔
- (ب) شکانت کنندہ کا کنکشن فی الفور بحال کیا جائے۔
- (ج) درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروانی جائے۔

(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)



Lahore, November 29, 2024