



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

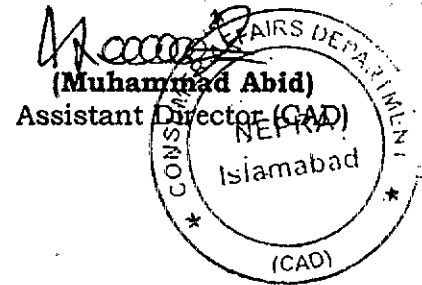
TCD.05/ 1685 -2025
May 5, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BASHIR AHMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 46 11316 2070102).**
LESCO-NHQ-46666-11-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated May 05, 2025, regarding the subject matter, for necessary action and compliance within fifteen (15) days.

Encl: As above



Copy to:

1. Chief Engineer/Customer Services Director,
Lahore Electric Supply Company (LESCO)
22-A, Queen's Road, Lahore.
2. Director (Commercial),
Lahore Electric Supply Company (LESCO)
22-A, Queen's Road, Lahore.
3. Mr. Nauman Mahmood Malhi,
Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
0370-4990220/ 042-99204859
Email: dmcs1lesco@gmail.com
4. Executive Engineer/XEN (Operation),
Shalamar Division, Wapda Colony Road,
Shalamar Town, Near Sukh Naher Stop,
Near Bata Factory Jallo Morr, Lahore.
Phone: 99250046-49
5. Mr. Bashir Ahmad,
Towel Factory, Jallo Pind, Lahore.
sbr.bashir@gmail.com
0300-4454267



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-46666-11-24

Mr. Bashir Ahmad,
Towel Factory, Jallo Pind, Lahore.
sbr.bashir@gmail.com
0300-4454267

..... Complainant

VERSUS

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

..... Respondent

Hearing(s):

January 22, 2025
April 10, 2025

On Behalf of the Complainant:

Mr. Bashir Ahmad

On Behalf of Respondent/ LESCO:

Nemo

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BASHIR AHMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 46 11316 2070102).

DECISION

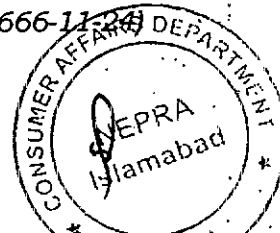
This decision shall dispose of the complaint filed by Mr. Bashir Ahmad, Towel Factory, Jallo Pind, Lahore (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant was charged a bill amounting to Rs. 479,338/- whereas he had cleared all previous bills and there were no allegation of theft as well. The Complainant approached LESCO for resolution of the complaint but his issue was not resolved, therefore, the Complainant approached & requested NEPRA for resolution of his grievances.

3. The matter was taken up with LESCO and hearings were also conducted at NEPRA Head Office, Islamabad which were attended by the Complainant. LESCO vide report dated January 23, 2025 submitted that "the meter of the Complainant was checked by M&T on November 01, 2024 and found discrepancy "One Phase Dead". On such discrepancy a detection bill of 7948 units for the period from March, 2024 to August, 2024 has been charged to recover loss sustained by LESCO". In order to provide opportunities to LESCO, hearings

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CRC Decision: Mr. Bashir Ahmed VS. LESCO (LESCO-NHQ-46666-11-24)



were scheduled for January 22, 2025, February 11, 2025, February 28, 2025 and April 10, 2025, however, LESCO officials failed to attend hearings.

4. According to Clauses-4.3.3 (i) & (ii) of NEPRA Consumer Service Manual (CSM) provides that *"In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. 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"*. There is no allegation against the Complainant for being involved in theft of electricity. Moreover, no tempering of meter has been reported by LESCO.

5. Foregoing in view, LESCO is directed to withdraw the detection bill and to charge a supplementary bill to the Complainant on 33.3% slowness basis for two months prior to date of checking instead of six (06) months and to enhance multiplying factor till the removal of discrepancy/meter replacement. Compliance report in this regard be submitted to this office within fifteen (15) days.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 05, 2025

