



Before the Appellate Board
National Electric Power Regulatory Authority
(NEPRA)
Islamic Republic of Pakistan

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No. NEPRA/Appeal/052/2025/*037*

October 28, 2025

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| 1. M/S Hamdard Laboratories (Waqf),
through Mr. Muhammad Abid Khan,
Manager Factory, Plot No.163,
Industrial Estate, Kot Lakhpat, Lahore
Cell No. 0323-4049046 | 2. Chief Executive Officer,
LESCO Ltd,
22-A, Queens Road,
Lahore |
| 3. Ch. Aamir Shahzad,
Advocate High Court,
Saleh Building, Behind Punjab Bar Council,
9-Fane Road, Lahore
Cell No. 0300-4466457
0321-4466457 | 4. Assistant Manager (Operation),
LESCO Ltd,
Green Town Sub Division,
Kasur |
| 5. POI/Electric Inspector,
Lahore Region-II,
Energy Department, Govt. of Punjab,
342-B, Near Allah Hoo Chowk,
Johar Town, Lahore
Phone No. 042-99333968 | |

Subject: **Appeal No.052/2025 (LESCO vs. M/s. Hamdard Laboratories (Waqf) Against the Decision Dated 22.01.2025 of the Provincial Office of Inspection to Government of the Punjab Lahore Region-II, Lahore**

Please find enclosed herewith the decision of the Appellate Board dated 28.10.2025 (04 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: **As Above**


(Ikram Shakeel)
Deputy Director
Appellate Board

Forwarded for information please.

1. Director (IT) –for uploading the decision of the Appellate Board on the NEPRA website



National Electric Power Regulatory Authority

Before the Appellate Board

In the matter of

Appeal No.052/POI-2025

Lahore Electric Supply Company Limited

.....Appellant

Versus

M/s. Hamdard Laboratories through Muhammad Abid Khan, Manager,
Plot No.163, Industrial Estate Kot Lakhpat, Lahore

.....Respondent

APPEAL U/S 38(3) OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

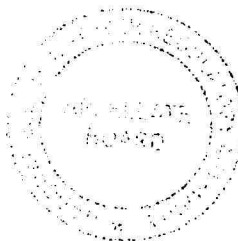
Ch. Aamir Shahzad Advocate
Mr. Muhammad Awais Court Clerk

For the Respondent:

Mr. Abdul Rehman Consultant Enersave

DECISION

1. Through this decision, the appeal filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 22.01.2025 of the Provincial Office of Inspection, Lahore Region-II, Lahore (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that M/s. Hamdard Laboratories Ltd. (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.24-11213-1016400-U with a sanctioned load of 340 kW and the applicable tariff category is B-2(b). Metering equipment of the Respondent was checked by the Appellant on 16.01.2024, and reportedly, the display of the billing meter was found vanished, and the backup meter was found to be recording less. Subsequently, the Respondent was charged with average bills from April 2024 to November 2024 by the Appellant.
3. Being aggrieved, the Respondent filed a complaint before POI and challenged the bills for the period from August 2024 to November 2024 with the plea that excessive billing was done by the Appellant. Metering equipment of the Respondent was checked by the POI on 20.12.2024 in the presence of both parties, wherein, display of the billing meter was not readable, whereas the backup meter was found working within BSS limits. The joint checking report was signed by both parties without raising any objection. Thereafter, the



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billing of the Respondent was shifted to the backup meter w.e.f December 2024 and onwards. The complaint of the Respondent was disposed of by POI on 22.01.2025, wherein the Appellant was directed to charge the revised bills for the period from August 2024 to November 2024 based on consumption of the backup meter.

4. The Appellant, being dissatisfied, filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 052/POI-2025. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the impugned decision is against the facts of the case and law applicable thereto; that the POI failed to apply his independent and judicious mind while passing the impugned decision and same was passed on illegal assumptions and presumptions; that the display of the billing meter was found blackish and the backup meter was recording less; that the the average bills were charged to the Respondent till the replacement of the impugned meter; that the POI did not exercise the jurisdiction vested to him; that the impugned decision is against the principle of natural justice and that the impugned decision is liable to be set aside.
5. Upon the filing of the instant appeal, a notice dated 24.04.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however, were not filed.
6. A hearing was conducted at NEPRA Regional Office Lahore on 16.08.2025, wherein both parties tendered appearance. Learned counsel for the Appellant repeated the same version as contained in memo of the appeal and submitted that the Respondent disputed the bills for the period from August 2024 to December 2024 before the POI, which were charged as per applicable rules and regulations and actual meter reading. Learned counsel for the Appellant further submitted that defectiveness of display was found in the impugned meter of the Respondent on 16.01.2024, which was also confirmed by the joint checking dated 20.12.2024 of POI; hence, the bills for the period from August 2024 to November 2024 charged to the Respondent are justified and payable by the Respondent. He finally prayed that the impugned decision is liable to be struck down. On the contrary, the representative for the Respondent stated that the display of the impugned meter was found non-readable, and the Appellant debited excessive bills for the period from August 2024 to November 2024, which is contrary to the provisions of the CSM-2021. He supported the impugned decision and prayed for the dismissal of the appeal.





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7. Arguments heard and the record perused. Following are our observations:

i. **Bills charged from August 2024 to November 2024:**

The Respondent filed a complaint before POI and challenged the bills for the period from August 2024 to November 2024 with the plea that excessive billing was done by the Appellant. During the joint checking dated 20.12.2024 of the POI, the display of the billing meter of the Respondent was found non-readable/blackish, whereas the backup meter was found ok. The joint checking report of the POI was signed by both parties without raising any objection. POI vide impugned decision cancelled the bills of April 2024 to November 2024 and directed the Appellant to revise the same based on backup meter reading against which the instant appeal was filed by the Appellant before NEPRA.

ii. It is an admitted fact that the display of the impugned billing meter of the Respondent was found nonreadable/blackish during the checking dated 16.01.2024 of the Appellant, as well as during the joint checking dated 20.12.2024 of POI. Hence, only the fate of the disputed bills be determined through analysis of consumption data:

Month	Units	Month	Units	Month	Units
Jan-22	43360	Jan-23	59680	Jan-24	71680
Feb-22	36320	Feb-23	64160	Feb-24	68160
Mar-22	58720	Mar-23	65920	Mar-24	69920
Apr-22	63360	Apr-23	50240	Apr-24	49920
May-22	50880	May-23	66720	May-24	70604
Jun-22	50880	Jun-23	68320	Jun-24	71160
Jul-22	53280	Jul-23	66240	Jul-24	68466
Aug-22	71840	Aug-23	60960	Aug-24	64872
Sep-22	71520	Sep-23	61120	Sep-24	65213
Oct-22	52000	Oct-23	59520	Oct-24	65730
Nov-22	40640	Nov-23	57760	Nov-24	68519
Dec-22	61280	Dec-23	65280	Dec-24	24480
Average	54507	Average	62160	Average	63227

Persual of the above consumption data reveals that the normal consumption charged during the disputed months is much higher than the normal consumption of corresponding months of the previous year, which indicates that the excessive billing was done by the Appellant during the period from August 2024 to November 2024. It is observed that the Appellant failed to shift the billing to the backup meter of the Respondent within two billing cycles as per the provisions of the CSM-2021. It is further observed that the



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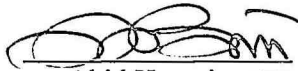
Appellant has not even retrieved the data of the impugned meter to date; as such, the Respondent cannot be held accountable due to the gross negligence on the part of the Appellant. Since the Appellant shifted the billing of the Respondent on the backup meter w.e.f December 2024 and onwards, which is continued as evident from the bill of September 2025. Thus, the observation of M&T in its report dated 16.01.2024 with regard to the slowness of the backup meter has no weightage and the same is rejected.

iii. The Respondent is liable to be charged the revised bills w.e.f. August 2024 and onwards till the replacement of the impugned meter on DEF-EST code as per Clause 4.3.2(b) of the CSM-2021. The impugned decision is modified to this extent.

8. In view of what has been stated above, it is concluded as under:

- i. The bills for the period from August 2024 to November 2024 are unjustified and the same are cancelled.
- ii. The Respondent may be charged the revised bills w.e.f August 2024 and onwards till the replacement of the impugned meter on DEF-EST code.
- iii. The billing account of the Respondent may be overhauled accordingly.

9. Impugned decision is modified in the above terms.


Abid Hussain
Member/Advisor (CAD)


Muhammad Irfan-ul-Haq
Member/ALA (Lic.)


Naweed Illah Sheikh
Convener/DG (CAD)

Dated: 28-10-2025

