



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

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No. NEPRA/Appeal/057/2025/1038

October 28, 2025

1. Mst. Zohra Parveen,
Widow of Muhammad Abdullah Wari,
R/o. Sanat Nagar, Arfa Road,
Near Taj Company, Lahore
Cell No. 0324-4217264
0326-5321042

2. Chief Executive Officer,
LESCO Ltd,
22-A, Queens Road,
Lahore

3. Saeed Ahmed Bhatti,
Advocate High Court,
66-Khyber Block, Allama Iqbal Town,
Lahore
Cell No. 0300-4350899

4. Assistant Manager (Operation),
LESCO Ltd,
Sanda Sub Division,
Lahore

5. POI/Electric Inspector,
Lahore Region-I, Energy Department,
Govt. of Punjab, Block No. 1,
Irrigation Complex, Canal Bank,
Dharampura, Lahore

Subject: **Appeal No.057/2025 (LESCO vs. Mst. Zohra Parveen) Against the Decision Dated 25.02.2025 of the Provincial Office of Inspection to Government of the Punjab Lahore Region-I, 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.057/POI-2025

Lahore Electric Supply Company Limited

.....Appellant

Versus

Mst. Zohra Parveen, Widow of Muhammad Abdullah Wari,
R/o. Sanat Nagar, Arfa Road, Near Taj Company, Lahore

.....Respondent

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

For the Appellant:

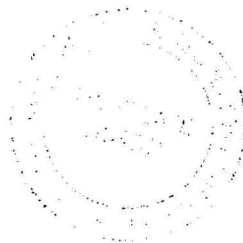
Mr. Saeed Ahmed Bhatti Advocate

For the Respondent:

Nemo

DECISION

1. Through this decision, the appeal filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 25.02.2025 of the Provincial Office of Inspection, Lahore Region-I, Lahore (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Mst. Zohra Parveen (hereinafter referred to as the "Respondent") is a domestic consumer of the Appellant bearing Ref No.05-11111-0455424-U with a sanctioned load of 02 kW, and the applicable Tariff category is A-1(a). The Respondent filed a complaint before the POI on 27.12.2022 and challenged the detection bill of Rs.549,627/- for 20,229 units charged by the Appellant on account of pending units and added to the bill for May 2019. During joint checking dated 15.02.2024 of POI, the impugned billing of the Respondent was found within the specified limit of accuracy, and the joint checking report was signed by both parties without raising any objection. The complaint of the Respondent was disposed of by the POI vide the decision dated 25.02.2025, wherein impugned detection bill amounting to Rs.587,407/- charged in August 2019 was cancelled and the Appellant was directed to segregate 20,229 units during the period i.e. from the date of installation of impugned meter to May 2019 as per the applicable tariff and recovery of said bill be made in equal monthly installments.
3. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the Appeal No.057/POI-2025



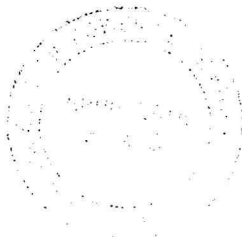


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POI, which was registered as Appeal No. 057/POI-2025. In its appeal, the Appellant contended that the new meter installed by the Appellant could not be traced by the meter reader during monthly readings, due to which units accumulated to the tune of 20,229, which were charged to the Respondent in May 2019. The Appellant further contended that the POI vide impugned decision directed the Appellant to recover the said units through segregation and in equal monthly installments. As per the Appellant, the POI failed to appreciate that the civil suit was dismissed by the honorable civil court vide order dated 25.06.2022, hence the Respondent could not agitate the same matter, being barred as per Order 23 Rule 1(3) of CPC. According to the Appellant, the time-barred application of the Respondent could not be proceed under the law and the same should have been dismissed on this score alone. The Appellant submitted that the POI failed to decide the matter within 90 days, which is violative of Section 26(6) of the Electricity Act 1910. The Appellant finally prayed for the dismissal of the appeal.

4. Upon the filing of the instant appeal, a notice dated 30.04.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which, however, was not filed.
5. A hearing was conducted at NEPRA Regional Office Lahore on 16.08.2025, which was attended by learned counsel for the Appellant, and no one represented the Respondent. Learned counsel for the Appellant defended the charging of impugned detection bill of 20,229 units on the main grounds that the impugned meter could not be traced out due to which actual reading was not charged to the Respondent; that the determination of the POI for segregation of 20,229 units in the number of months during which the impugned meter remained at site is not correct and the same be set aside; that the complaint of the Respondent is barred by time and the same be rejected.
6. Arguments heard and the record placed before us was perused. Following are our observations:
 - i. **Preliminary objection of the Appellant regarding the time limit for POI:**

While addressing the objection of the Appellant regarding the jurisdiction of the POI, the Respondent filed his complaint before the POI on 27.12.2022 under Section 38 of the NEPRA Act. POI pronounced its decision on 25.02.2025, i.e., after ninety (90) days of receipt of the complaint. The Appellant has objected that the POI was bound to decide the matter within 90 days under Section 26(6) of the Electricity Act, 1910. In this regard, it is observed that the forum of POI has been established under Section 38 of the NEPRA Act, which does not put a restriction of 90 days on POI to decide complaints. Section 38 of the NEPRA Act overrides provisions of the Electricity Act, 1910. Reliance in this regard is placed on the judgments of the honorable Lahore High Court, Lahore





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reported in *PLJ 2017-Lahore-627* and *PLJ-2017-Lahore-309*. The relevant excerpt of the above judgments is reproduced below:

“PLJ 2017-Lahore-627:

Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997---838(3)--Electricity Act, 1910, S. 26(6)--Constitution of Pakistan, 1973. Art. 199--Constitutional petition--Consumer of LESCO.. The sanctioned load was differed with the connected load--Determine the difference of charges of the previous period of misuse to be recovered from the consumer--Validity--No disconnection or penal action was taken against petitioner rather only difference of charges between sanctioned load and load actually used by petitioner was charged, hence Clause 7.5 of Consumer Service Manual has not been violated--Issuance of detection bill itself amounts to notice and petitioner had also availed remedy before POI against determination--Order passed by POI was beyond 90 days--Order was not passed by the respondent under Section 26(6) of the Act as Electric Inspector rather the order was passed by him in the capacity of POI under Section 38(3) of Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (NEPRA Act), therefore, the argument has no substance.

PLJ-2017-Lahore-309:

The learned counsel for the petitioner submitted that there was an outer time limit of 90 days for a decision by the Electric Inspector, which has not been observed, and which rendered the decision of the Electric Inspector a nullity. This submission of the learned counsel has been dealt with by the Appellate Board and, in any case, is fallacious. The short and simple answer rendered by the Appellate Board was that the decision was made under Section 38 of the Act, 1997, and not in terms of Section 26 of the Electricity Act, 1910. Therefore, the outer time limit of 90 days was inapplicable.”

Keeping in view the overriding effect of the NEPRA Act on the Electricity Act, 1910, and the above-referred decisions of the honorable High Court, the objection of the Appellant is dismissed.

ii. **Another objection of the Appellant regarding time time-barred complaint before the POI:**

As regards another objection of the Appellant regarding time time-barred complaint, it is observed that the Appellant debited 20,229 units to the Respondent for an undefined period, which were initially challenged before the civil court. Subsequently, the Respondent approached the POI, being a competent forum against the above detection bill as per Section 38 of the NEPRA Act 1997 and as per the procedure laid down in the Punjab (Establishment and Powers of Office of Inspection) Order, 2005. The above objection of the Appellant is not valid and, therefore, overruled.

iii. **Detection bill of Rs.549,627/- for 20,229 units:**

The Respondent challenged the detection bill of Rs.549,627/- for 20,229 units charged by the Appellant on account of pending units and added to the bill for May 2019. During joint checking





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dated 15.02.2024 of POI, the impugned billing of the Respondent was found within the specified limit of accuracy, and the joint checking report was signed by both parties without raising any objection. The POI vide the decision dated 25.02.2025 disposed of the matter against which the Appellant filed subject appeal before the NEPRA.

iv. It is observed that the Appellant debited 20,229 accumulated units to the Respondent in May 2019, with the plea that the actual meter reading could not be charged to the Respondent due to the misplacement of the billing meter. It is the prime responsibility of the Appellant to point out any discrepancy in the metering equipment during monthly readings; however, they failed to do so as per Clause 6.1(d) of the CSM-2010. The Appellant debited such huge detection bill of 20,229 units to the Respondent, having a sanctioned load of 2 kW. The Respondent cannot be held responsible for payment of any bill due to negligence on the part of the Appellant. Though the impugned meter was found working within BSS limits during joint checking of POI, however fate of the impugned detection bill needs to be determined in the following paras:

v. In such cases, Clause 6.2(b) of the CSM-2010 is relevant, which is reproduced below:

In cases where accumulated readings are recorded, segregated bills shall be prepared, keeping in view the number of months for which the readings have been accumulated to give relief to the consumers.

7. In view of the ibid clause of CSM-2010, accumulated units are recoverable from the Respondent. As such, the POI has rightly cancelled the impugned detection bill amounting to Rs.587,407/- charged in August 2019 and directed the Appellant to segregate 20,229 accumulated units in the number of months, i.e., from the date of installation of the billing meter to May 2019, and revision of said segregated bills be made as per the applicable tariff. Similarly, the determination of POI for the recovery of said bills in equal monthly installments is consistent with the foregoing clause of the CSM-2010.

8. Forgoing in view, the appeal is dismissed.

Abid Hussain
Member/Advisor (CAD)

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

Naweed Illahi Sheikh
Convener/DG (CAD)

Dated: 28-10-2025

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