



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

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No. NEPRA/Appeal/113/2024/ 659

July 11, 2025

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| 1. Muhammad Sajjad,
S/o. Muhammad Ramzan,
R/o. 33-Rewaz Garden,
Lahore
Cell No. 0301-3098634 | 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 | 4. Malik Farooq Ahmad,
Advocate High Court,
Office: 33-Riwaz Garden,
Lahore
Cell No. 0300-7575186 |
| 5. Assistant Manager (Operation),
LESCO Ltd,
Islampura Sub Division,
Lahore | 6. 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.113/2024 (LESCO vs. Muammad Sajjad) Against the Decision Dated 20.09.2024 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 11.07.2025 (03 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.113/POI-2024

Lahore Electric Supply Company Limited

.....Appellant

Versus

Muhammad Sajjad S/o. Muhammad Ramzan,
Resident of 33-Rewaz Garden Lahore

.....Respondent

APPEAL UNDER SECTION 38(3) OF THE REGULATION OF GENERATION, TRANSMISSION, AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

Ch. Aamir Shahzad Advocate

For the Respondent:

Malik Farooq Ahmed Advocate
Mr. Muhammad Sajjad

DECISION

1. As per the facts of the case, Muhammad Sajjad (hereinafter referred to as the "Respondent") is a domestic consumer of Lahore Electric Supply Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.15-11242-1592966-U having a sanctioned load of 01 kW and the applicable tariff category is A-1(a). The Respondent filed a complaint before the Provincial Office of Inspection, Lahore Region-II, Lahore (hereinafter referred to as the "POI") on 30.05.2024 and challenged the bills for the period from August 2023 to May 2024 with the plea that excessive billing was done by the Appellant. The complaint of the Respondent was disposed of by the POI vide decision dated 20.09.2024, wherein it was held that the bills for the period from August 2023 to May 2024 alongwith LPS are void, unjustified and of no legal effect and the Appellant is allowed to charge revised bills w.e.f August 2023 to May 2024 as per consumption of corresponding month of the previous year.

2. Being dissatisfied, the Appellant has filed the instant appeal before NEPRA and assailed the decision dated 20.09.2024 of the POI (hereinafter referred to as the "impugned decision"). In its appeal, the Appellant opposed the maintainability of the impugned decision, *inter-alia*, on the following grounds that the impugned meter became defective in August 2023, therefore
Appeal No.113/POI-2024

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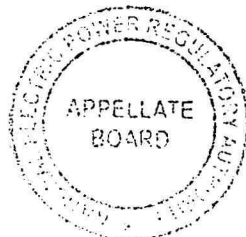
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National Electric Power Regulatory Authority

bills for the months i.e. September 2023, February 2024 and April 2024 and onwards till replacement of the impugned meter were charged on average basis in line with provisions of CSM; that the Respondent has defaulted in making payment of bills, which resulted in accumulation of arrears of Rs.233,795/- against which he paid an amount of Rs.100,000/-; that the Appellants have no personal grudge against the Respondent to issue any excessive bill; that the POI passed the impugned decision without considering the abovementioned facts and circumstances, which is not sustainable under the law; that the impugned decision was passed without perusal of record; that the POI did not apply judicial mind while passing the impugned order, hence the same is liable to be set aside.

3. Notice dated 01.11.2024 of the appeal was issued to the Respondent for filing reply/para-wise comment, which were filed on 14.11.2024. In his reply, the Respondent contended that in case of a defective meter, the Appellant was required to replace the same within two months; that the Appellant neither issued notice nor fed MCO timely, which resulted in excessive billing of 1,227 units charged by the Appellant.
4. Hearing of the appeal was conducted at NEPRA Regional Office Lahore on 25.04.2025, wherein learned counsels tendered appearance for both the Appellant and the Respondent. Learned counsel for the Appellant contended that the display of the billing meter of the Respondent was open; therefore, average bills for the period from August 2023 to May 2024 were charged to the Respondent. Learned counsel for the Appellant defended the charging of the impugned bills and prayed for setting aside the impugned decision. On the other hand, learned counsel for the Respondent rebutted the version of the Appellant and stated that the Appellant failed to adhere the procedure as laid down in Chapter 4 of the CSM-2021 in case of defective meter and debited excessive bills in the abovesaid months, which were rightly revised by the POI vide impugned decision. Learned counsel for the Respondent prayed for dismissal of the appeal, being devoid of merit.
5. Having heard the arguments and the record perused. Following are our observations:
 - 5.1 As per the available record, the billing meter of the Respondent was found defective in August 2023 and the same was replaced with a new meter in May 2024. During this period, the Appellant charged the average bills to the Respondent, which were challenged before the POI.
 - 5.2 To check the authenticity of the impugned bills, the consumption data of the Respondent as provided by the Appellant, is reproduced below:



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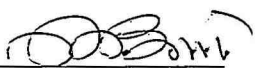


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Month	Units	Month	Units	Month	Units
Jan-22	531	Jan-23	304	Jan-24	0
Feb-22	251	Feb-23	140	Feb-24	694
Mar-22	355	Mar-23	194	Mar-24	194
Apr-22	785	Apr-23	375	Apr-24	726
May-22	946	May-23	763	May-24	0
Jun-22	1050	Jun-23	1021	Jun-24	344
Jul-22	637	Jul-23	907	Jul-24	696
Aug-22	703	Aug-23	1227	Aug-24	730
Sep-22	757	Sep-23	757	Sep-24	847
Oct-22	395	Oct-23	542	Oct-24	567
Nov-22	117	Nov-23	580	Nov-24	244
Dec-22	158	Dec-23	580	Dec-24	203
Total	6685	Total	7390	Total	5245


Perusal of the above consumption data revealed that the Respondent was billed on the higher side during the disputed months as compared to the consumption of periods before and after the dispute. According to Clause 4.3.1(b) of the CSM-2021, the Respondent is liable to be charged the bills as per consumption of the corresponding month of the previous year or average consumption of the last eleven months, whichever is higher in case of a defective meter. However, the Appellant failed to adhere to the ibid clause of the CSM-2021 while charging the impugned bills for the period from August 2023 to May 2024.

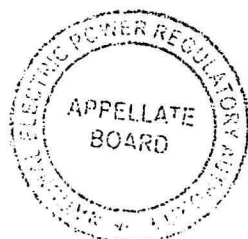
6. In view of the foregoing discussion, it is concluded that the bills for the period from August 2023 to May 2024, along with LPS are unjustified and the same are cancelled as already decided by the POI. The Respondent may be charged the revised bill w.e.f August 2023 and onwards till the replacement of the impugned meter as per consumption of the corresponding month of the previous year or average consumption of the last eleven months, whichever is higher as per Clause 4.3.1(b) of the CSM-2021. The billing account of the Respondent may be overhauled accordingly.
7. The impugned decision is modified in the above terms.



Abid Hussain
Member/Advisor (CAD)

Dated: 11-07-2025

Appeal No.113/POI-2024


Naweed Illahi Sheikh
Convener/DG (CAD)




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