



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

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No. NEPRA/Appeal/116/2024/ 875

September 24, 2025

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| 1. M/s. Bank Al-Habib Limited,
Through Mr. Muhammad Mohiuddin,
Deputy General Manager-EMD/MEP,
Admin Division, Near Garden Town,
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 | 4. Assistant Manager (Operation),
LESCO Ltd,
Garden Town Sub Division,
Lahore |
| 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.116/2024 (LESCO vs. M/s. Bank Al-Habib Ltd.) 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 24.09.2025 (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.116/POI-2024

Lahore Electric Supply Company Limited

.....Appellant

Versus

M/s. Bank Al-Habib Limited, Through Mr. Muhammad Mohiuddin,
Deputy General Manager-EMD/MEP, Admin Division,
Near Garden Town, Lahore

.....Respondent

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

For the Appellant:

Ch. Muhammad Aamir Shahzad Advocate

For the Respondent:

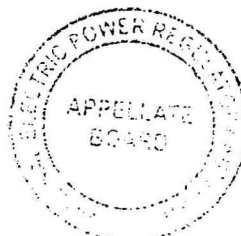
Mr. Abdul Rehman Consultant Enersave

DECISION

1. Through this decision, the appeal filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 20.09.2024 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. Bank Al-Habib Limited (hereinafter referred to as the "Respondent") is a commercial consumer of the Appellant bearing Ref No.24-11513-2108302-U with a sanctioned load of 379 kW and the applicable Tariff category is A-2C. The Respondent filed a complaint before POI and challenged the bill of Rs.3,123,861/- charged by the Appellant in February 2024. During joint checking dated 24.04.2024 of POI, the impugned billing meter of the Respondent was found 33% slow with reading index of 18987, whereas the backup meter was also found 33% slow due to the yellow phase being dead; 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 20.09.2024, wherein the impugned bill amounting to Rs.3,123,861/- for 46,880 units charged in February 2024 was cancelled and the Appellant was allowed to charge revised

Appeal No.116/POI-2024

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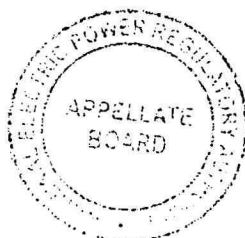


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detection bill for March 2024 and April 2024 and onward bills by enhancing M.F from 160 to 240 till the replacement of the impugned meter. The Appellant was further directed to afford a credit adjustment of 1,327,360 units to the Respondent.

3. The Appellant filed instant appeal before the NEPRA against the above decision of the POI (the "impugned decision"), which was registered as Appeal No. 116/POI-2024. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the impugned billing and backup meters were found 33% slow due to one phase being dead during standing committee checking dated 03.05.2024, therefore the bill was charged to the Respondent as per actual consumption, rules and regulations; that the POI did not apply his independent and judicious mind while passing the impugned decision; that the no prior notice was served by the Respondent before approaching the POI; that the POI passed the impugned decision without perusing the record and the impugned decision is against the principle of natural justice and that the impugned decision is liable to be set aside.
4. Upon the filing of the instant appeal, a notice dated 04.11.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however, were not filed.
5. A hearing was conducted at NEPRA Regional Office Lahore on 12.06.2025, wherein both parties tendered appearance. At the request of the representative for the Respondent, the hearing was rescheduled for 13.06.2025. On the given date, learned counsel for the Appellant appeared, whereas a representative entered appearance for the Respondent. Learned counsel for the Appellant repeated the same version as contained in memo of the appeal and submitted that the impugned meter was found 33% slow, therefore bill of February 2024 was charged as per rules and regulations. Learned counsel for the Appellant further submitted that 33% slowness was established in the impugned meter of the Respondent during joint checking dated 25.04.2024 of POI, hence the impugned decision of cancellation of the bill for February 2024 and affording credit of 1,327,360 units to the Respondent is against natural justice and the impugned decision is liable to be struck down. On the contrary, the representative for the Respondent stated that 33% slowness in the impugned meter may be recovered for two months only as envisaged in Clause 4.3.3c(ii) of the CSM-2021. He supported the impugned decision with regard to the refund of 1,327,360 units being excessively charged by the Appellant and pointed out that the

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reading of the impugned meter was noted as 18987 during checking dated 25.04.2025, whereas the Appellant debited the bill of February 2024 with reading index of 27,214 (OP=23971+P=3243), which is much higher than the recorded consumption of the impugned meter. He finally prayed for the dismissal of the appeal, being devoid of merit.

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

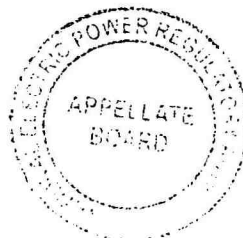
6.1 Objection regarding prior notice before filing the complaint before the POI:

As regards another objection of the Appellant for not issuing notice as per the Electricity Act, 1910 by the Respondent before filing a complaint to the POI, it is elucidated that the matter was adjudicated by the POI under Section 38 of the NEPRA Act, 1997 and as per procedure laid down in Punjab (Establishment and Powers of Office of Inspection) Order, 2005, which do not require for service of any notice before approaching the POI. The above objection of the Appellant is not valid and, therefore, overruled.

6.2 Bill of Rs.3,123,861/- for 46,880 units charged in February 2024:

The Respondent filed a complaint before POI and challenged the bill of Rs.3,123,861/- for February 2024 with the plea that excessive billing was done by the Appellant. During the joint checking dated 25.04.2024 of the POI, both the billing and backup meters of the Respondent were found 33% slow due to one phase being dead and the total reading of the billing meter was noted as TL=18987. The joint checking report of the POI was signed by both parties without raising any objection. POI vide impugned decision cancelled the bill of February 2024 and directed to refund 1,327,360 units to the Respondent being excessively charged. As per the POI decision, the Appellant was further directed to charge the revised bills with enhanced MF=240 w.e.f March 2024 and onwards till the replacement of the impugned meter. Against which the instant appeal was filed by the Appellant before NEPRA.

6.3 It is an admitted fact that the impugned billing and backup meters of the Respondent were found 33% slow during joint checking dated 25.04.2024 of POI and the checking dated 03.05.2024 of the Standing committee of the Appellant, respectively. Hence, it would be fair and appropriate to charge the supplementary bill for two bill cycles before the joint checking dated 25.04.2024 of POI and the bills with enhanced MF w.e.f the joint checking dated 25.04.2024 and onwards till the replacement of the impugned meter due to 33% slowness according to Clause 4.3.3(c) of the CSM-2021. The impugned decision is





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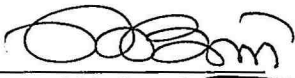
modified in the above terms.

6.4 As far as the contention of the Respondent regarding excessive billing done by the Appellant, the bill of February 2024, as provided by the Appellant, is compared below with the reading noted by the POI during joint checking dated 25.04.2024:


Date of checking	Reading
Monthly reading noted on 01.03.2024 for bill of Feb-2024	27214
POI joint checking dated 25.04.2024	18987
Difference	8227


6.5 The above comparison of the consumption data shows that the Appellant debited the bill of February 2024 with the total reading of 27214, whereas the reading of the impugned billing meter of the Respondent was noted as 18987 during the subsequent joint checking dated 25.04.2024 of POI. The said checking report was signed by both parties without raising any objection. This whole scenario indicates that the Appellant debited the excessive bills with fictitious readings till February 2024; therefore, the Respondent may be afforded credit/ adjustment of units in the future bills as per the reading noted during the POI joint checking dated 25.04.2024.

7. The appeal is disposed of in the above terms.


Abid Hussain
Member/Advisor (CAD)

Dated: 24-09-2025


Naweed Illahi Sheikh
Convener/DG (CAD)


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

