



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

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No. NEPRA/Appeal/057/2026/ 764

October 15, 2026

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| 1. Bashir Ahmad,
S/o. Rehmat Khan,
R/o. Village Jundwal (Kot Lala),
Tehsil Chunian, District Kasur
Cell No. 0300-4370591 | 2. Chief Executive Officer,
LESCO Ltd,
22-A, Queens Road,
Lahore |
| 3. Malik Azhar Iqbal Khokhar,
Advocate High Court,
Office: 5-Bank Square, 1 st Floor,
Mall Road, Lahore
Cell No. 0300-5266189
0345-7530621 | 4. Assistant Manager (Operation),
LESCO Ltd,
Chunian East Sub Division,
District 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.057/2026 (LESCO vs. Bashir Ahmad) Against the Decision Dated 27.02.2026 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 15.10.2026 (06 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: As Above


(Ikram Shakeel)
Additional 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-2026

Lahore Electric Supply Company Limited

.....Appellant

Versus

Bashir Ahmad, S/o. Rehmat Khan, R/o. Village Jundwal (Kot Lala),
Tehsil Chunian, District Kasur

.....Respondent

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

For the Appellant:

Malik Azhar Iqbal Khokhar Advocate

For the Respondent:

Mr. Bashir Ahmad

DECISION

1. Through this decision, the appeal filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 27.02.2026 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 Mr. Bashir Ahmad (hereinafter referred to as the "Respondent") is an agricultural consumer of the Appellant bearing Ref No.45-11738-0396305-U with a sanctioned load of 15 kW, and the applicable tariff category is D-2(b). Reportedly, one phase of the impugned meter was found dead stop during M&T checking dated 27.10.2023 of the Appellant and nil consumption was charged in November 2023 and December 2023 due to defective meter. Therefore, it was replaced with a new meter by the Appellant vide MCO dated 16.02.2024 and sent to M&T laboratory for data retrieval. As per M&T event log report dated 01.03.2024, yellow phase of the impugned meter was found dead. Therefore, two detection bills i.e. First detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023 were charged by the Appellant to the Respondent.



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3. Being aggrieved with the above actions of the Appellant, the Respondent filed a complaint before POI and challenged the arrears of Rs.1,314,942/- accumulated till November 2025 containing the first detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023. The complaint of the Respondent was disposed of by the POI vide decision dated 27.02.2026, wherein above both detection bills were cancelled and the Appellant was allowed to charge revised monthly bills for the period from January 2023 to February 2024 on the basis of consumption recorded during the corresponding months of the previous year i.e. January 2022 to December 2022 being undisputed.
4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No.057/POI-2026. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the impugned decision is against the law and facts of the case; that the POI has committed a grave error of law and fact while interpreting Clause 4.3.3(c)(ii) of CSM 2021; that the POI has wrongly construed the said clause as placing an absolute prohibition on retrospective billing, whereas the said provisions does not bar retrospective assessment; that the POI failed to draw the necessary legal distinction between malfunctioning of metering equipment and deliberate illegal access to the meter software; that impugned decision demonstrates clear non-application of judicial mind; that impugned decision being founded upon wrong understanding of NEPRA laws and Electricity Regulations, is unsustainable in the eyes of law; that the POI decided the matter beyond his lawful jurisdiction, reliance this regard is placed on the judgments of superior courts reported as 2023 YLR 302, PLD 2017 LHR 769, 2015 MLD 299. The Appellant finally prayed for acceptance of instant appeal and setting aside the impugned decision of POI.
5. Upon the filing of the instant appeal, a notice dated 19.05.2026 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were filed on 11.08.2026. In its reply, the Respondent pleaded that POI decision is in accordance with law and facts; that no access was ever made to meter's software, it only happened as a result of burning of the meter; that M&T report clearly shows the default of the impugned meter; that the impugned decision clearly demonstrates the judicial mind and the findings of the POI are strictly based on the solid record

M. A.



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and facts available; that the impugned meter over shot due to burning in December 2022, which is evident from the M&T report; that there is no wrong construction of Clause 4.3.3c(ii) of the CSM-2021; that the Appellants have excessively charged 115,958 units against 10.5 acre land; that the POI decided the matter with its lawful jurisdiction. The Respondent finally prayed to set aside the instant appeal and impugned decision of POI may kindly be maintained in the larger interest of justice, equity and fair play.

6. Hearing was conducted at the NEPRA Regional Office Lahore on 20.08.2026, which was attended by the counsel for the Appellant and the Respondent tendered appearance in person. Learned counsel for the Appellant repeated the same contention as contained in memo of the appeal and contended that one phase of the impugned meter was found dead stop during M&T checking dated 27.10.2023 and nil consumption was charged in November 2023 and December 2023 due to defective meter, therefore two detection bills i.e. first detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023 were charged to the Respondent in order to recover the revenue loss sustained by the Appellant. Learned counsel for the Appellant further contended that the POI cancelled the above detection bills and directed the Appellant to revise the bills for the period from January 2023 to December 2023 as per consumption of the year 2022. He opposed the impugned decision and argued that the reading of the impugned meter remained static w.e.f 25.07.2023 as evident from the event log report, which indicates that the Respondent was involved in theft of electricity through tampering with the impugned meter. He termed the above detection bills as justified and payable by the Respondent. On the contrary, the Respondent rebutted the version of the Appellant and averred that the impugned meter became defective in December 2022, and the reading overs hooted against which he approached the Appellant, however no action was taken by them. The Respondent stated that the bills for the period from January 2023 to December 2023 were charged excessively by the Appellant due to defective meter, however the Appellant further debited two detection bills i.e., Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023, which raised the dispute between the parties. He supported the impugned decision and prayed for dismissal of the appeal.



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7. Arguments were heard and the record placed before us was examined. Following are our observations:

- i. One phase of the impugned meter of the Respondent was found dead stop during M&T checking dated 27.10.2023, therefore it was replaced with a new meter by the Appellant vide MCO dated 16.02.2024 and sent to M&T laboratory for data retrieval. As per M&T event log report dated 01.03.2024, yellow phase of the impugned meter was found dead. In order to recover the revenue loss, two detection bills i.e., first detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023 were charged to the Respondent.
- ii. The Respondent contested Rs.1,314,942 in accumulated arrears (up to November 2025) before the POI. The arrears included the first detection bill of Rs. 544,388 for 19,995 units (April 2023 to September 2023) and the Second detection bill of Rs. 414,510 for 10,891 units (November 2023 to December 2023). The POI vide impugned decision cancelled both disputed detection bills and allowed the Appellant to issue revised billing for the period from January 2023 to February 2024 based on the undisputed consumption history from the prior year i.e., from January 2022 to December 2022).
- iii. The Respondent filed a complaint before POI and challenged the arrears of Rs.1,314,942/- accumulated till November 2025 containing the first detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023. The complaint of the Respondent was disposed of by the POI vide decision dated 27.02.2026, wherein above both detection bills were cancelled and the Appellant was allowed to charge revised monthly bills for the period from January 2023 to February 2024 on the basis of consumption recorded during the corresponding months of the previous year i.e. January 2022 to December 2022 being undisputed. Against which the Appellant preferred instant appeal before NEPRA.
- iv. To verify the contention of both parties, M&T event log report dated 01.03.2024 was examined, which confirmed that yellow phase of the impugned meter was found dead, reading overshoot i.e. 16,299 units recorded from 01.01.2023 to 01.02.2023 being the difference of total readings i.e. 32015-15,716) and last power outage from the impugned



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meter reported on 25.07.2023.

- v. This aspect was also confirmed from the application dated 27.02.2023 of the Respondent before the Appellant, wherein he requested for correction of excessive billing and for replacement of defective meter. However the Appellant instead of replacement of the impugned meter, continued irregular billing to the Respondent. Even, on 27.10.2023, one phase of the impugned meter of the Respondent was found dead stop, however the Appellant replaced the impugned meter on 16.02.2024. This shows gross negligence on the part of the Appellant.
- vi. In such senerio, consumption data of the Respondent as provided by the litigants is reproduced below:

Period before dispute		Disputed period		Period after dispute	
Month	Units	Month	Units	Month	Units
Jan-22	805	Jan-23	15631	Mar-24	663
Feb-22	2125	Feb-23	6044	Apr-24	413
Mar-22	74	Mar-23	3939	May-24	1057
Apr-22	542	Apr-23	0	Jun-24	1748
May-22	1254	May-23	13110	Jul-24	0-DC
Jun-22	1738	Jun-23	4356	Aug-24	0-DC
Jul-22	203	Jul-23	8570	Sep-24	0-DC
Aug-22	2011	Aug-23	8459	Oct-24	0-DC
Sep-22	1764	Sep-23	6102	Nov-24	0-DC
Oct-22	43	Oct-23	10065	Dec-24	0-DC
Nov-22	2055	Nov-23	0	Jan-25	0-DC
Dec-22	1636	Dec-23	1310	Feb-25	0-DC
		Jan-24	5356	Mar-25	0-DC
		Feb-24	3470	Apr-25	0-DC
Average	1188	Average	7201	Average	970

As evident from the above table, normal average consumption recorded during the periods before and after the dispute are compatible, however the Respondent was charged on much higher side during the disputed period due to defective meter. In frutherance, two detection bills i.e. the first detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023 were charged by the Appellant to the Respondent, which has further overburdened the Respondent. It is also an admitted fact



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that the impugned meter became defective in December 2022 and reading over shooted in January 2023. However the Appellant failed to replace the impugned meter within prescribed time period as laid down in CSM-2021.

8. In view of foregoing discussionm we are of the considered view that:

- i. The first detection bill of Rs.544,388/- for 19,995 units for the period from April 2023 to September 2023 and the second detection bill of Rs.414,510/- for 10,891 units for two months i.e., November 2023 and December 2023 and the bills from January 2023 to February 2024 are unjustified being contrary to Clause 4.3.2 of the CSM-2021 and the same are cancelled.
- ii. The Respondent may be charged the revised bills w.e.f January 2023 and onwards till replacement of the impugned meter on DEF-EST code, pursuant to Clause 4.3.2(b) of the CSM-2021.
- iii. Billing account of the Respondent may be overhauled, accordingly.

9. Impugned decision is modified in the aboev terms.

Abid Hussain
Member/Advisor (CAD)

Naweed Illahi Sheikh
Convener/DG (CAD)

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

Dated: 15-10-2026