



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200,

**Consumer Affairs
Department**

TCD.05/ ^{26/10} -2025
July 02, 2025

Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queens Road, Lahore.

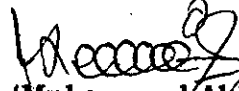
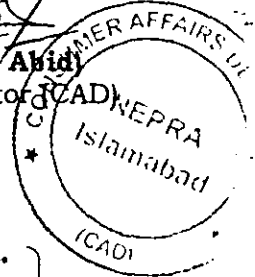
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHRAF MASHI**
S/O HADAYAT MASHI SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 07
11225 0511400 R)
LESCO-LHR-48785-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 02, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. C.E/Customer Services Director,
LESCO, 22-A, Queens Road, Lahore.
2. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
3. Incharge, Central Complaint Cell LESCO,
(Focal Person, NEPRA), LESCO,
22-A, Queens Road, Lahore.
4. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk,
Town Ship, Lahore.
5. XEN Raiwind Division, LESCO,
Lahore Road Raiwind.
6. Mr. Ashraf Masih S/O Hadayat Masih
R/O Dakhana Sham Kay Bhattian, Bath,
Raiwind, Lahore


(Muhammad Abid)
Assistant Director (CAD)


[For follow-up, please]



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. LESCO-LHR-48785-01-25

Mr. Ashraf Masih, **Complainant**
R/O Dakhana Sham Kay Bhattian, Bath,
Raiwind, Lahore.

Versus

Lahore Electric Supply Company (LESCO) **Respondent**
22-A, Queens Road, Lahore.

Date of Hearing: April 17, 2025

On behalf of:

Complainant: Mr. Ashraf Masih

Respondent: Mr. M. Akram, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHRAF MASIH
S/O HADAYAT MASIH SECTION 39 OF THE REGULATION OF
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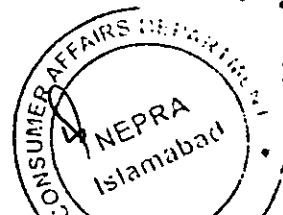
DECISION

This decision shall dispose of the complaint filed by Mr. Ashraf Masih (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that he has been charged a bill amounting to Rs. 602,675/- for 80 units during December 2024. The Complainant approached LESCO, however, the grievances of Complainant were not redressed. Consequently, resolution of matter was sought from NEPRA through the instant complaint. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit the required report within stipulated time period.

3. In order to probe further into the matter, a hearing was held on April 17, 2025 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties wherein the matter was discussed at length. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's residential connection installed against reference number 07 11225 0511400 R was charged a detection bill of 10133 retrieved units in December, 2024 based on data downloading/retrieval report of the Complainant's replaced/ impugned meter. The Complainant was of the view that the units have been adjusted after extra ordinary time period with the mala fide intent.
- ii. Perusal of documentary evidence reveals that the Complainant's was charged (10133) units during February, 2025 on account of consumption





of replaced meter retrieved through M&T report i.e. 10133 units. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter became defective during June, 2023 and later, replaced during December 2023, however, retrieved units were charged during December, 2024 accruing considerable delay of approximately (12) months. This action constitutes a clear violation of the above mentioned clause of CSM which outlines the prescribed time frame for such billing adjustments. LESCO had already charged average bills to the Complainant during June 2023 to November 2023.

- iii. Hence, it is a recorded fact that LESCO officials failed to point out the discrepancy expeditiously and effected adjustment after the lapse of considerable time period, from which stand point consumer has legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of the above, penalizing the Complainant on part of the incompetency of LESCO officials is strictly not justified. As above, the charging of the disputed retrieved units can be adjudged extremely delayed and are required to be withdrawn by LESCO. However; during June 2023 to November 2023, LESCO charged average bills to the Complainant; therefore further charging of bills on account of data retrieval report at a very belated stage, is unjustified.

4. Foregoing in view, LESCO is directed to withdraw the bill of 10133 units charged to the Complainant during December, 2024, based on the data downloading/retrieval report of the impugned meter and to submit compliance report to this office within thirty (30) days.

مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ نیچر اتوائین کی روشنی میں شکایت کنندہ کو خراب میٹر کی ڈیٹا ڈاؤن لوڈ رپورٹ کی روشنی میں ماہ دسمبر 2024 میں چارج کیا گیا 10133 یونٹس کا بل ختم کیا جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Ilahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, July

02, 2025

