



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD 05/ 2641 -2025
July 02, 2025

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

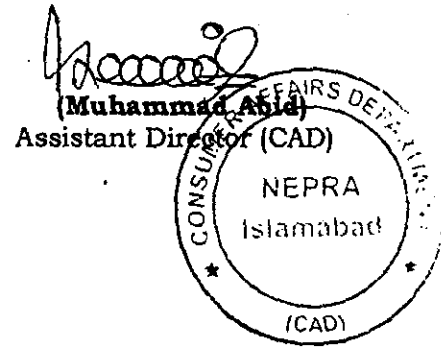
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM S/O LIAQUAT ALI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 26 11732 1010353).**
LESCO-NHQ-30948-11-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated July 02 2025, regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
4. Executive Engineer/XEN (Operation),
Chunian Division,
Wapda Complex Changa Manga Road Chunian
Phone: 0494-530125
5. Mr. Muhammad Saleem S/o Liaquat Ali,
R/o Valtoya, P.O. Chak No. 28, Pattoki Kasur.
0300-4285487





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

Complaint No. LESCO-NHQ-30948-11-23

Mr. Muhammad Saleem,

Valtoya, P.O. Chak No. 28, Tehsil Pattoki
District Kasur.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: April 22, 2024
September 18, 2024
April 16, 2025

On behalf of:

Complainant: Mr. Muhammad Saleem

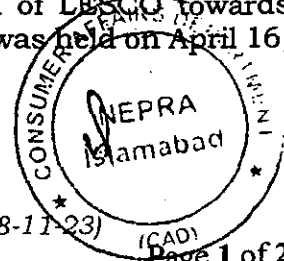
Respondents: Mr. Faizan Qadir, XEN Chunian

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 26 11732 1010353).

This decision shall dispose of the complaint received from Honorable Wafaqi Mohtasib in respect of Mr. Muhammad Saleem (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "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. Brief facts of the case are that the Complainant submitted that the electricity connection installed against Reference No. i.e. (26117321010353) was disconnected by LESCO during August, 2016 despite regular payment of electricity bills. The Complainant added that, later, an exorbitant bill amounting to Rs. 828,893/- was also charged by LESCO during October, 2022 despite the fact that the connection remained disconnected till date. Upon approaching LESCO, the Complainant was denied reconnection at which point, the Complainant prayed for correction of disputed bills and reconnection through the instant complaint. The matter was taken up with LESCO whereby LESCO via an online response dated January 22, 2024, without any documentary evidence, maintained the position of non-charging of excessive billing against the Complainant.

3. In order to analyze the matter, hearings were scheduled for April 22, 2024 and September 18, 2024 at NEPRA Head Office, Islamabad which were only attended by the Complainant while concerned LESCO officials remained absent without any prior intimation on both occasions demonstrating casual approach of LESCO towards redressal of consumer grievances. A final hearing in the matter was held on April 16, 2025 which was attended by both the parties.



The case has been examined in detail in light of the record made so available the parties, arguments advanced in the hearing and applicable law. Following has been observed:

- i. The Complainant's residential electricity connection installed against reference number (26117321010353) located at Chak No. 28, Tehsil Pattoki, District Kasur, was disconnected by LESCO on March 01, 2016 on the pretext of nonpayment of previous electricity bills while an extraordinary bill amounting to Rs. 829,893/- was also issued during September, 2022. The dispute raised by Complainant was that exorbitant bill has been levied by LESCO with the mala fide intentions following the unjustified disconnection.
 - ii. Perusal of documentary evidence reveals that prior to the disconnection, the Complainant's electricity connection remained operational until billing cycle of February, 2016 while the outstanding amount of Rs. 12,362/- accumulated till July 2016 was duly paid by the Complainant. LESCO charged 17700 units in the month of December 2017. According to LESCO, the connection was running at site from October 2016 to November 2017, however, in documents the connection was shown as disconnected, which caused accumulation of 17700 units. Subsequently, the meter was declared defective in January 2018 therefore, average bill of 17700 units was again charged in January 2018.
 - iii. LESCO was provided ample opportunities to prove usage of 17700 units but no solid evidence/ snaps of meter reading were provided by LESCO. The average monthly consumption prior to March 2016 (when the connection was running) is 182 units for previous 11 months. Whereas LESCO has charged 17700 units (average 1264 units per month) for the period of 14 months i.e. October 2016 to November 2017 which is unjustified. This excessive charging also caused imposition of abnormal average billing in the month of January 2018.
 - iv. Taking cognizant of above & considering the fact that LESCO failed to submit any evidence in connection with the charging of extraordinary bill, renders the corresponding amount i.e. Rs. 829,893/- as non-substantiated and illegal carrying no justification as the Complainant's connection remained disconnected. It is also matter of record that the Complainant has already paid the prescribed RCO fee and demand notice issued by LESCO during May, 2024 for the reconnection but still the connection is disconnected.
5. Foregoing in view, LESCO is directed to revise the bill of the Complainant charged during December 2017 and January 2018 on the basis of average monthly consumption recorded during April 2015 to February 2016 when the connection was running. LESCO is further directed to charge the same average bill for the period during which connection was running at site i.e. October 2016 to November 2017. The account of the Complainant be overhauled by charging rates/ FPA as per respective months. No LPS shall be charged to the Complainant. Compliance report in this regard be submitted to this office within thirty (30) days.

(Lashkar Khan Qambrani)

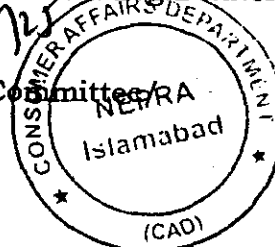
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Hani Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad July 07, 2025