



# National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-260002183

## Consumer Affairs Department

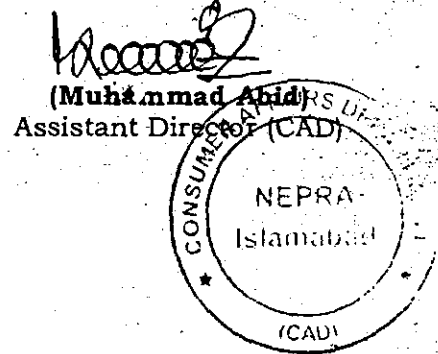
TCD.05/2715-2025  
July 08, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SOBIA RAZZAQ  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
OFFICIAL REGARDING EXCESSIVE BILLING (REF# 12 11563 9358200)  
Case No. LESCO-LHR-55269-06-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 08, 2025 regarding the subject matter for necessary action, please.

Encl: As above



### Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road Lahore.
2. Assistant Director (CAD)  
NEPRA Provincial Office, 1<sup>st</sup> Floor, Link Arcade Plaza  
GECH Society, Phase-III, Link Road, Model Town, Lahore.
3. Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. S.E 5th Circle LESCO,  
425-EE, DHA, Ghazi Road, Lahore.
5. XEN Defense East Division LESCO;  
425-EE, DHA Ghazi Road, Lahore.
6. Mr. Sobia Razzaq  
R/O House No. 582 D, 9 Town, DHA, Lahore.  
Cell#0333-5814163



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

**Complaint No. LESCO-LHR-55269-06-25**

**Mst. Sobia Razzaq**

House No. 582 D, 9 Town, DHA, Lahore.

..... **Complainant**

**VERSUS**

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** July 03, 2025

**Complainant:** Mst. Sobia Razzaq (Online)

**Respondent:** Mr. Hafiz Zarrar, SDO (Operation), LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SOBIA RAZZAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING EXCESSIVE BILLING (REF # 12-11563-9358200)**

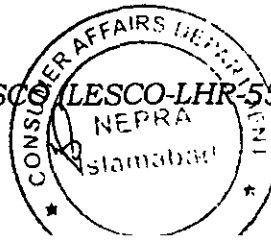
**DECISION**

This decision shall dispose of the complaint filed by Mst. Sobia Razzaq (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 NEPRA received a complaint from Mst. Sobia Razzaq wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of February, 2025 having outstanding arrears amounting to Rs. 528,723/- despite the clearance of all the regular bills without any default. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were, then charged against the Complainant's account.


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

- (i) The Complainant's residential connection installed against a reference number i.e. 12-11563-9358200 located at 582-D, Phase-9, DHA, Lahore was charged a detection bill of 11279 units by LESCO during February, 2025 on account of the meter defectiveness. The issue raised by the Complainant was that the mala fide detection bill has been charged by LESCO accruing a considerable delay.



- (ii) Perusal of the documentary evidence revealed that the Complainant's defective meter replaced during the month of July, 2023, however, a detection bill for 11279 units was charged to the Complainant during the month of February, 2025 on account of consumption retrieved through data downloading/M&T report. According to the Clause-4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was declared defective in October, 2022 and was replaced during July, 2023. Subsequently, a detection bill based on the retrieved units was, later, charged during February, 2025 accruing considerable delay of approximately (19) months while standing in violation of CSM.
- (iii) The analysis of consumption history reflects that the Complainant was duly charged average bills during the defective period i.e. October, 2022 to June, 2023 being commensurate with the actual consumption recorded during corresponding months of previous years i.e. 2021-22. In July, 2023 the defective meter was replaced. Moreover, the Complainant also maintained nominal electricity consumption prior to the disputed period as per the actual meter reading snaps, disputing the volume and rationale of detection bill as charged by LESCO.
- (iv) Hence, charging of the detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (19) months in instant matter.

4. Foregoing in view, LESCO is directed to withdraw the detection bill amounting to Rs. 528,723/- for 11279 units charged to the Complainant during the month of February, 2025 and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in the matter are being closed by this office.



**(Lashkar Khan Qambrani)**

Member (Complaints Resolution Committee)/  
Director (Consumer Affairs)



**(Muhammad Irfan Ul Haq)**

Member Complaints Resolution Committee  
Assistant Legal Advisor



**(Naweed Illahi Shaikh)**

Convener Complaints Resolution Committee/  
Director General (Consumer Affairs)

Islamabad, July 08, 2025

