



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/3720-2025
August 29, 2025

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

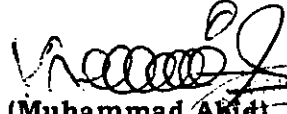
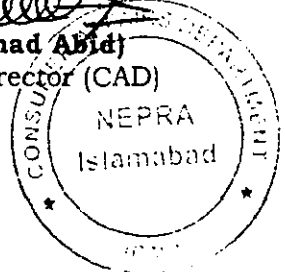
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATIF SEHAL S/O MUHAMMAD ASHRAF, UNDER SECTION 38 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING EXCESSIVE BILLING (A/C # 07 11224 0248645).
LESCO-NHQ-38698-06-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 29, 2025 regarding the subject matter for necessary action and compliance.

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 Complaint Cell, (Focal Person to NEPRA),
LESCO, 22-A, Queens Road, Lahore.
4. XEN (Operations),
Raiwind Division, Lahore Road, Raiwind.
5. Mr. Atif Sehal S/o Muhammad Ashraf,
H. No. 127-H, Canal Garden, Lahore.
+61 451574815 (whatsapp).


(Muhammad Abid)
Assistant Director (CAD)




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

Complaint No. LESCO-NHQ-38698-06-24

Mr. Atif Sehail S/o Muhammad Ashraf,
H. No. 127-H, Canal Garden, Lahore.

..... Complainant

VS.

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

..... Respondent

Hearing(s):

October 03, 2024

April 29, 2025

On Behalf of the Complainant:

Mr. Atif Sehail

On Behalf of the Respondent:

Mr. Muhammad Ali Raza, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATIF SEHAL S/O MUHAMMAD ASHRAF, UNDER SECTION 38 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING EXCESSIVE BILLING (A/C # 07 11224 0248645)

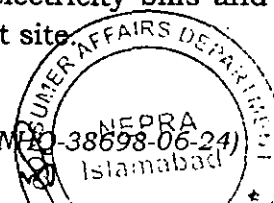
DECISION

This decision shall dispose of the complaint filed by Mr. Atif Sehail S/o Muhammad Ashraf, H. No. 127-H, Canal Garden, Lahore (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 was charged excessive bill as compared to actual meter reading at site. The matter was taken up with LESCO for submission of report/comments whereby LESCO submitted that after necessary corrections of bill an amount of Rs. 1,85,548/- has been credited to the Complainant on account of revised rates, LPS and other taxes. Moreover, current status of meter is P-Disc due non-payment and after the said adjustments an amount of Rs. 4,42,975/- is payable by the Complainant.

3. The Complainant raised observations over the report of LESCO. In order to proceed further hearings were held at NEPRA Head office, Islamabad wherein both the parties participated and advanced their arguments. The case has been analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. The following has been observed:

- (i) The Complainant is a domestic consumer of LESCO under Reference No. 07-11224-0248645. The connection of the Complainant was installed on April 04, 2017. The meter of the Complainant was disconnected due to non-payment which was reinstalled on January 30, 2019. After reconnection, the Complainant did not receive electricity bills and proper payments were not made in lieu to consumption at site.



- (ii) During the hearings, LESCO official i.e. XEN (Operations), Raiwind apprised that account of the Complainant was shifted to newly established Sub Division i.e. Jati Umrah and due to an oversight billing of the Complainant's meter was skipped whereas the meter remained running at site. Later on the discrepancy was identified and LESCO issued a bill for the month of February, 2024 for 9153 units amounting to Rs. 6,27,522/-, however, the Complainant did not pay the bill, therefore, LESCO again removed the meter from the premises. During the hearing held on October 03, 2024 the Complainant agreed for payment of bill as per actual consumption, therefore, LESCO officials were directed to segregate the outstanding consumption over the period of non-payment whereby LESCO vide report dated January 08, 2025 submitted that after necessary corrections of bill an amount of Rs. 1,85,548/- has been credited to the Complainant on account of revised rates, LPS and other taxes and an amount of Rs. 4,42,975/- against the Complainant is payable.
- (iii) The Complainant further raised observations over the revised bill and did not pay the bill, therefore, the connection is again P-Disc since July, 2024. In order to proceed further LESCO officials were directed to provide PITC data and record pertaining to MCO/RCO etc whereby LESCO officials apprised that due to bifurcation arrangement of the sub division, PITC data is available w.e.f. October, 2019 onwards and complete record pertaining to MCOs/RCOs is not traceable.
- (iv) In view of the above it is concluded that the Complainant was not charged consumption regularly as per actual meter reading due to incompetency of the LESCO officials. According to Clause-6.1.4 of CSM, Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. The accumulative units were earlier not pointed out by LESCO. In view of above, penalizing the Complainant on part of incompetency of LESCO officials is not justified. Therefore, charging of accumulative consumption due to negligence of LESCO officials is not justified.

4. Foregoing in view, it is concluded that the bill prior to February 01, 2019 was payable by the Complainant. However, LESCO is directed to segregate the bill for pending units w.e.f. February 01, 2019 (when meter was re-installed) to July, 2024 (when the meter was again removed). FPA is also required to be adjusted according to the applicable rates in the respective month along with withdrawal of imposed LPS (if any). The account of the Complainant be overhauled and the revised bill be issued and outstanding amount be recovered in twelve (12) installments. The Complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 29, 2025

