



# 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.05/3900 -2025  
September 12, 2025

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

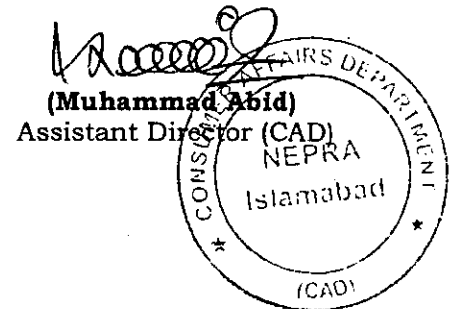
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN NAUMAN KABIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (REF # 24-11213-1009900).**  
**LESCO-LHR-55806-06-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 12, 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. Incharge Central Complaint Cell, LESCO & -  
Focal Person to NEPRA,  
LESCO, 22-A, Queens Road, Lahore.  
042-99204859
3. Assistant Director, NEPRA Regional Office,  
54-B, Link Arcade, GECH Society, Phase-3,  
Link Road, Model Town, Lahore.
4. Mian Nauman Kabir,  
132 /3, Quaid-E-Azam Industrial Estate,  
Lahore.  
0304-8614902



( For follow-up, please. )



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

**Complaint No. LESCO-LHR-55806-06-25**

**Mian Nauman Kabir**

132 /3, Quaid-E-Azam Industrial Estate, Lahore.

..... Complainant

**VERSUS**

**Lahore Electric Supply Company (LESCO)**

22-A, Queen's Road Lahore.

..... Respondent

**Date of Hearing:** July 24, 2025  
August 06, 2025

**On Behalf of  
Complainant:**

Mian Nauman Kabir  
Mr. Zia ur Rehman  
Mr. Abu Bakar  
Advocate Usman Ahmad

**Respondent:** Mr. Azem SDO (Operation), LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN NAUMAN KABIR  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
& DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO  
REGARDING DETECTION BILL (REF # 24-11213-1009900)**

**DECISION**

This decision shall dispose of the complaint filed by Mian Nauman Kabir (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").

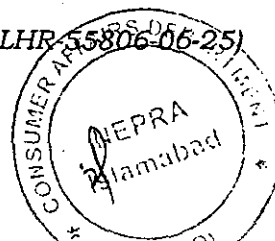
2. Brief facts of the case are that NEPRA received a complaint wherein the Complainant has submitted that LESCO has charged exorbitant bill to the tune of 21000 units against industrial connection with mala fide intention and requested to investigate the matter. The matter was taken up with LESCO and a hearing was also held at NEPRA Provincial Office, Lahore whereby LESCO official submitted that the difference of units between the billing meter and back-up meter in the form of detection bill has charged to the Complainant.

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

- (i) The Complainant's industrial (B2b) connection with sanctioned load 225 KW and MF-160; installed against a reference number 24-11213-1009900 was charged supplementary bill for 19783 units by LESCO during the month of May, 2025 on account of the difference of units between billing and back-up meter. The dispute raised by the Complainant was that the bill has been levied by LESCO despite the fact that regular bills against the consumption recorded by the billing meter were paid without any default.
- (ii) Perusal of documentary evidences reveals that both billing & back-up meters installed (both installed on July 23, 2014) against the connection became

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**CRC Decision: Mian Nauman Kabir vs LESCO (LESCO-LHR-55806-06-25)**



replaced during the month of May, 2025. Later, upon checking through M&T, LESCO, index readings as retrieved from the billing & back-up meters were found as 33249 & 33464 respectively. The difference of backup and billing meter was found to be  $33464 - 33249 = 215$  units and after applying MF of 160, the total difference was 34400 units. During the period from January, 2025 to April, 2025; LESCO charged average bills. After adjustment of already charged units, LESCO issued a supplementary bill of 19783 units against the Complainant on account of difference of reading between billing and back-up meter. The record shows that difference of units of billing and back-up meter has been charged for a period of more than ten (10) years.

- (iii) Moreover, difference of reading between billing & back-up meter is  $33464 - 33249 = 215$  i.e. 0.6%; which was observed over the period of more than ten (10) years (date of installation of both meter i.e. 23-07-2014 and checking date i.e. 23-05-2025) and the same is within the permissible limits, therefore, charging of this difference of reading is not justified.
- (iv) LESCO has already charged average bills on defective code during the period January, 2025 to April, 2025.

4. Foregoing in view, LESCO is directed to withdraw the supplementary bill of 19783 units charged during month of May, 2025 on account of difference of reading between billing and back-up meter being unjustified. The due adjustment(s) alongwith issuance of revised bill (if required); be made within period of thirty (30) days. Further proceedings in the matter are being closed by this office in above terms.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (Consumer Affairs)

  
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

  
(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, September 12, 2025

