



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/ 3901 -2025
September 12, 2025

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

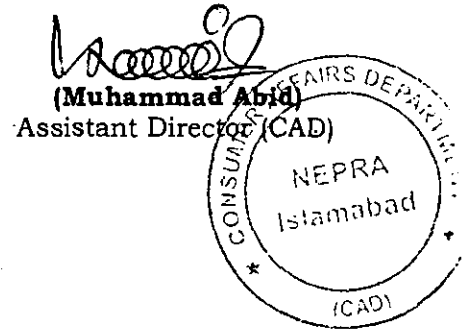
Subject: **DECISION IN THE MATTER OF REVIEW FILED BY SHEIKH NAUMAN-UL-HAQUE AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE (CRC) DATED MARCH 27, 2025 IN THE MATTER OF COMPLAINT AGAINST LESCO, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, REGARDING EXCESSIVE BILLING [A/C# 24 11263 9000200].**
LESCO-LHR-40477-07-24

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. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
5. Sheikh Nauman-ul-Haque,
R/o 20-Kilometers Multan Road,
Near Shabab Studios, Chuhng, Lahore.
0300-8488078



(For follow-up, please)



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

Motion for Leave for Review in Complaint No. LESCO-LHR-40477-07-24

Sheikh Nauman-ul-Haque,
R/o 20-Kilometers Multan Road,
Near Shabab Studios, Chuhng, Lahore.
0300-8488078

..... Petitioner

VS

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

..... Respondent

Hearing(s):

July 18, 2024
December 17, 2024
January 07, 2025
May 21, 2025

On Behalf of the Petitioner:

Sheikh Nauman-ul-Haque

On Behalf of the Respondent:

Mr. Amjad Hussain, Addl. XEN
Mr. Sana Muhammad, XEN (Shahpur)

Decision dated:

March 27, 2025

Subject: DECISION IN THE MATTER OF REVIEW FOR LEAVE FOR MOTION FILED BY SHEIKH NAUMAN-UL-HAQUE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 24 11263 9000200).

Decision

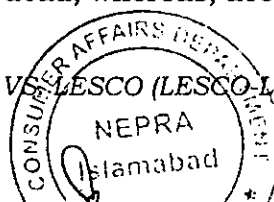
This decision shall dispose of the motion for leave for review filed by Sheikh Nauman-ul-Haque, R/o 20-KM Multan Road, Near Shabab Studios, Chuhang, Lahore (hereinafter referred to as the "Petitioner") against the decision of NEPRA issued in the matter of complaint filed against Lahore Electric Supply Company (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 the Complainant submitted that he is an electricity consumer of LESCO against reference No. 24 11263 9000200. The meter was giving incorrect readings since installation, therefore, concerned LESCO office was approached for rectification of fault, however, no action was taken by LESCO officials. Therefore, the Complainant requested NEPRA to look into the matter for resolution of his grievances.

3. Accordingly, the matter was taken up with LESCO and hearings were conducted which were attended by both the parties i.e. LESCO & the Complainant wherein the case was discussed in detail. LESCO informed that the standing committee visited site for checking of meter equipment (checked on 7.4kW heater load) on dated September 20, 2024 and found one phase of LT TOU billing meter dead, whereas, accuracy of backup meter was

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CRC Decision (Review): Sheikh Nauman-ul-Haque VS LESCO (LESCO-LHR-40477-07-24)




within specified limits, moreover, there was a difference of readings between both meters, therefore, LESCO charged a difference of backup and billing meter i.e. 135120 units (424400-289280=135120) in the billing month of September, 2024.

4. The Complaints Resolution Committee (CRC), NEPRA decided the matter vide order dated March 27, 2025 in the light of Consumer Service Manual (CSM) read with clarification issued on March 26, 2021 provides which provides that *if due to any reason the charges i.e. MDI, fixes charges, multiplying factor, power factor penalty, tariff category etc., have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six months, retrospectively*". Therefore, LESCO was directed to revise the supplementary bill of 135120 units charged to the Complainant and to charge a supplementary bill for six (06) months prior to date of checking i.e. September 20, 2024 on the basis of recording less consumption (owing to one phase dead) and to enhance multiplying factor accordingly till removal of the discrepancy. However, the Complainant being not satisfied with the said decision and a petition for review of the decision of NEPRA dated April 21, 2025.

5. The motion for leave for review filed by the Complainant was considered and accordingly, a hearing was held on May 21, 2025 at NEPRA Head office, Islamabad which was attended by the Complainant and representative of LESCO wherein the matter was discussed in detail. The case was again examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. After detailed examination it has been observed that the instant case is required to be dealt under provisions of Consumer Service Manual (CSM) regarding charging of bill on slowness basis as one phase of meter was not recording the true consumption instead of on the basis of clarification issued on March 26, 2021 regarding CSM. Therefore, detection bill of 135120 units charged by LESCO to the Complainant on account of difference of backup and billing meter is required to be revised as per Clause 4.3.3 of CSM whereby in case of slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles.

6. Foregoing in view, the decision of NEPRA Complaints Resolution Committee (CRC) dated March 27, 2025 is modified and LESCO is directed to withdraw the already charged supplementary bill of 135120 units. LESCO is further directed to charge a supplementary bill on account of 33.3% slowness (one phase dead) for two months prior to date of checking and multiplying factor (M.F) be enhanced accordingly till the replacement of discrepancy. The due adjustment(s) along with 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 (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September

12, 2025

