



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

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

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**Consumer Affairs
Department**

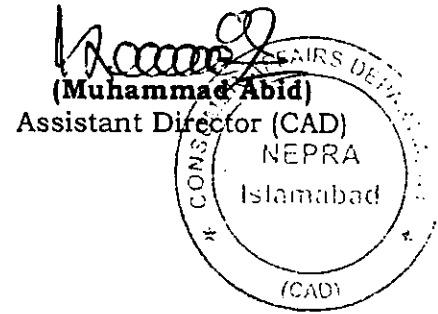
TCD.05/3941-2025
September 16, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK NAZAKAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 46-11131-0358100-U)**
Compliant No. LESCO-NHQ-45677-10-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 16, 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 Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
4. Executive Engineer/XEN (Operation),
Ravi Road Division, LESCO,
Block No.01, 114 Karim Park, Ravi Road, Lahore.
5. Malik Nazakat Ali,
House # 14, Street 39, Shahdara Town, Lahore
0323-4887887



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-45677-10-24

Malik Nazakat Ali
House No. 39, Street No. 03, Shahdara Town
Lahore.

.....Complainant

Versus

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

.....Respondent

Date of Hearing: July 16, 2025

On behalf of:

Complainant: Absent

Respondent: Mr. Sooban Siddique XEN (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK NAZAKAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 46-11131-0358100).

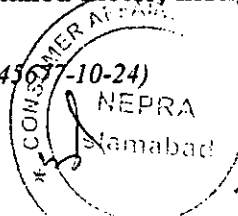
DECISION

This decision shall dispose of the complaint filed by Malik Nazakat Ali (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 it was submitted that an exorbitant electricity bill of 50592 units was charged against the Complainant's connection during the month of July, 2023 following his application for reconnection of earlier disconnected meter. The Complainant disputed charging of units based on mala fide intent of LESCO officials and requested for withdrawal of excessive bill. The matter was taken up with LESCO and in response, LESCO denied any excess or detection billing and submitted that the Complainant has been charged as per actual meter reading at the site. In order to finalize the matter, a hearing was held at NEPRA Head Office, Islamabad in attendance of both the parties wherein the matter was deliberated at length and the record was scrutinized.

3. The case has been examined in detail in light of written/verbal arguments of both the parties, argument advanced during the hearings and applicable law. The following has been concluded.

- i. The Complainant's industrial connection installed against reference number i.e. (46-11131-0949144) B1(4kW) was charged electricity bill to the tune of 50592 units during month of July, 2023.
- ii. Perusal of the documentary evidence reveals that the Complainant's connection was reconnected during November, 2022 following the payment of outstanding dues by the Complainant and the approval of relevant RCO by LESCO. Later, the Complainant was levied 50592 units during the month of July, 2023 accumulated since November, 2022 against the installed meter, instigated only due to delay in

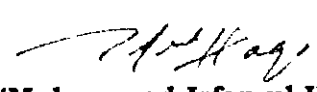



proper feeding of the physically effected RCO by LESCO. The same reflects pure negligence on part of LESCO officials whereby impugned connection ought to be billed regularly on the monthly basis, however, the same was charged at once after period of (08) months.

- iii. Scrutiny of the available record corroborates that the Complainant's connection remained in the bona fide usage at the Complainant's premises in the presence of load during disputed period for which actual consumption i.e. 50592 units was charged against the Complainant's account during July, 2023. However, even considering the contention of Complainant regarding no consumption during the disputed period, is rebutted by the meter reading snaps as provided by LESCO and the fact that the Complainant failed to submit any relevant evidence regarding vacancy of the premises and claimed absence of any connected load.
- iv. According to clause 6.4.2 of the Consumer Service Manual (CSM), in cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers. As above, it is required to segregate the charged units in terms of corresponding FPA and applicable taxes etc. considering the fact that facility of slab benefit is not available for industrial consumers while resultant amount is liable to be paid by the Complainant.
- v. In accordance with clause 6.1.4 of CSM, meter readers are duly responsible for checking irregularities/discrepancies in metering system at the time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per practice. The concerned officer/official will take corrective action to rectify these discrepancies which was got delayed by LESCO ensuing the charging of zero consumption for extraordinary period. Clause 6.2 of the CSM envisages the procedure of percentage checking to ensure accuracy of meter reading as per which sub-Divisional Officer (SDO) and Meter Reading Section Supervisor (MRSS) are responsible to ensure feeding of the correct readings for issuance of electricity bills in accordance with meter reading snaps which was also ignored by LESCO in the instant matter.

4. Foregoing in the view, LESCO is directed to segregate the charged units in terms of corresponding FPA and applicable taxes etc., provide due adjustment to the Complainant and revised bill be shared with the Complainant within (30) days. LESCO is also directed to take departmental action against the concerned LESCO officials. Hence, the subject matter is disposed above in the above terms.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Hani Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 16, 2025

