



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**

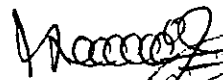
TCD.05/41024/2025
September 22, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARSLAN SALEEM S/O MUHAMMAD SALEEM, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 46 11313 1981802)**
Compliant No. LESCO-NHQ-34889-01-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 22, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)

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.
0370-4990220/ 042-99204859
Email: dmcs1lesco@gmail.com
4. Assistnat Director (CAD)
NEPRA Provisional Office, Line Arcade Plaza,
GECH Society, Phase iii, Link Road, Model Town, Lahore.
5. Mr. Arslan Saleem S/o Muhammad Saleem,
House No. 16-C, Street No. 3, Gulbahar Town,
Darogha Wala, Lahore.
0300-0856344



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-34889-02-24

Mr. Arslan Saleem S/o Muhammad Saleem,
House No. 16-C, Street No. 3, Gulbahar Town,
Darogha Wala, Lahore.
0300-0856344

..... Complainant

Versus

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

..... Respondent

Date of Hearing: June 25, 2024
August 20, 2024
February 26, 2025
June 26, 2025

On behalf of:

Complainant: Mr. Aizaz Ullah, XEN - LESCO

Respondent: Mr. Sagheer Ahmed, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY COMPLAINT FILED BY
MR. ARSLAN SALEEM S/O MUHAMMAD SALEEM, UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (A/C# 46 11313 1981802).

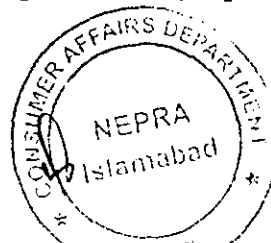
DECISION

This decision shall dispose of the complaint filed by Mr. Arsalan Saleem (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 by the Complainant that LESCO has issued excessive billing to the Complainant in the month of December 2023 and requested NEPRA to issue correct bill. Accordingly, the case was taken up with LESCO and Nos. of hearings were held at NEPRA in attendance of both the parties and the matter was discussed at length.


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


- i. The Complainant is an industrial consumer of LESCO having reference No. 46-11313-1981802 (15kW).
- ii. The meter No. 456179 was installed at site in April 2021. The said meter was replaced in April 2022. Prior to replacement, the reading was 9899 (off peak) and 1598 (peak).




- iii. The impugned meter was sent to M&T department for data retrieval. The M&T department retrieved the data on October 27, 2022. According to data retrieval report; the final index reading was 17332 units. The consumer was already charged bills upto 11497 units, therefore, LESCO charged supplementary bills of 5835 units in October 2023.
- iv. Clause 4.3 of the Consumer Service Manual (CSM) provides that the consumer account shall not be liable to any adjustment if data is not retrieved within 03 months. The data of the impugned meter was retrieved in October 2022 (after 06 months) of replacement. Moreover, the Complainant was charged supplementary bills after lapse of further one year in the month of October 2023; as such charging of the supplementary bill to the Complainant is not justified.
- v. The billing date shows that LESCO did not charge bill to the Complainant in the billing month of March 2022 during which the energy meter was defective. LESCO should have charged average bill to the Complainant for the said month as per provision of Consumer Service Manual (CSM).

4. In view of the foregoing, LESCO is directed to withdraw the supplementary bill and issue revised bill to the Complainant within 30 days. Moreover, the Complainant be charged bills for the month of March 2022 on average basis. The instant matter 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


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

Islamabad, September 22, 2025

