



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.

Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/5764-2025
September 02, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
LUQMAN S/O ROZI KHAN UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING AND
REPLACEMENT OF DEFECTIVE METER (REF # 02-11151-0171500)**
Case No. LESCO-LHR-47457-12-24

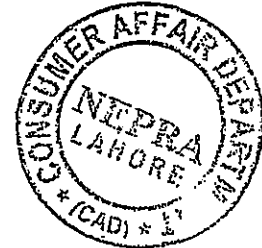
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 02, 2025 regarding the subject matter for necessary action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mr. Muhammad Luqman S/O Rozi Khan
R/O House No. 112-A, Kachi Abadi, Ali Pura, Badami Bagh, Lahore
Cell# 0305-4462123





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

Complaint No. LESCO-LHR-47457-12-24

Mr. Muhammad Luqman

R/o House No. 112-A, Kachi Abadi, Ali Pura
Badami Bagh, Lahore.

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... Respondent

Date of Hearing: April 22, 2025
August 13, 2025

On behalf of:

Complainant: Mr. Muhammad Luqman

Respondent:

Mr. Faizan Ali XEN (Operation), LESCO
Mr. Ali Abbas, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD LUQMAN S/O ROZI KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING AND REPLACEMENT OF DEFECTIVE METER (REF # 02-11151-0171500)
Case No. LESCO-LHR-47457-12-24

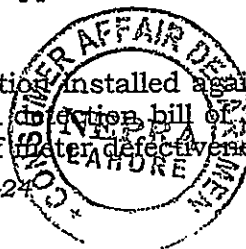
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Luqman (hereinafter referred to as the "Complainant") 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. NEPRA received complaint from Mr. Muhammad Luqman wherein the Complainant stated that an unjustified bill amounting to Rs. 244,377/- was charged by LESCO during October, 2024 following the meter defectiveness during July, 2024 and due to delay in non-replacement of meter despite several requests submitted with LESCO. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit the required report within the stipulated time frame.

3. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore. The hearings were attended by representatives of both the parties wherein the matter was discussed at length. During the hearing, LESCO officials apprised that a detection bill of 3831 units was charged against the Complainant's account bases on meter defectiveness i.e. dead stop. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's residential connection installed against reference number i.e. 02-11151-0171500 was charged a detection bill of 3831 units during the month of October, 2024 on account of meter defectiveness i.e. dead stop. The



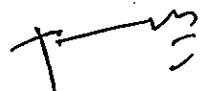
Complainant was of the view that the bill was charged with the mala fide intent inconsiderate of connected load and disputed the detection period.

- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (3831) units for the period of six months i.e. April, 2024 to September, 2024 based on the connected load i.e. 4.810 kW while the same is inconsistent with the clause 9.2.3 of Consumer Service Manual (CSM) for charging the detection bill. As per which LESCO is restricted to charge the detection bill for maximum period of three months in an order of priority i.e. previous consumption history etc. as envisaged in the same clause which has not been followed by LESCO.
- iii. The analysis of record reflects that the Complainant's meter was declared defective by LESCO during May, 2024 and later, replaced on the paper during July, 2024 without affecting actual replacement of meter which breaches the prudent practices and further complicates the instant matter. The defective meter was eventually removed from the site during January, 2025 by LESCO on account of nonpayment of detection bill charged during October, 2024.
- iv. Scrutiny of consumption history indicates that the Complainant was charged zero units against several months since November, 2023 until January, 2025 which raises suspicion over the charged bills despite the presence of load, arguing the actual meter defectiveness prior to declared period. The matter becomes further aggravated considering the fact that no reporting was made by the concerned meter reader etc. during the disputed period for the several months while zero or average bills were charged by LESCO. Since, the meter was confirmed dead by M&T, LESCO and the data retrieval remained futile due to old meter, the charging of detection bill based solely on connected load can be adjudged unjustified.
- v. It is a matter of fact that the Complainant's connection remained in the bona fide usage during the disputed period of which consumption pattern can only be correlated with previous consumption pattern to meet the ranks of justice. It is evident that the Complainant maintained a healthy consumption during the preceding year, as per which it is of considered approach to translate the average consumption recorded during preceding months over disputed period.

4. Foregoing in view, LESCO is directed to withdraw the disputed detection bill of 3831 units and to charge only average bills for the period i.e. November, 2023 to January, 2025 excluding the months with already charged consumption i.e. April, 2024 to July, 2024. LESCO is also directed to restore the connection after the payment of outstanding amount (if any). Revised bill be issued to the Complainant within thirty (30) days. Further proceedings in this matter are hereby disposed on above terms.


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)
Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 02, 2025

