



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.05/6044 -2025
September 12, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SOBIA KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#13 11511
1287911 U)**
Case No. LESCO-LHR-60555-09-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 12, 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. Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Gulberg Division, LESCO
132 kv Grid Station, Garden Town,
Kalma Chowk, Lahore.
5. Ms. Sobia Khan
R/O GOL IV Model Town, N Block, Lahore.
Cell#0331-5815950





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-60555-09-25

Mst. Sobia Khan
GOR IV, Model Town, N Block, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: September 09, 2025

Complainant: Mst. Sobia Khan (Online)

Respondent: Mr. Tafseer Ahmad SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SOBIA KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF # 13-11511-1287911)

DECISION

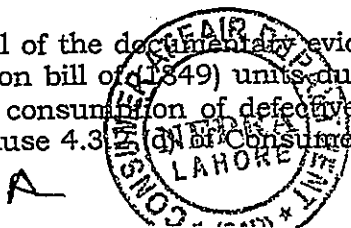
This decision shall dispose of the complaint filed by Mst. Sobia Khan (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mst. Sobia Khan wherein the Complainant submitted that exorbitant adjustment amount was charged by LESCO during the month of September, 2025 and further requested for its withdrawal. The matter was taken up with LESCO and a hearing was held on September 09, 2025 at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while units retrieved through M&T, LESCO were, then charged against the Complainant's account. However, the Complainant challenged the belated adjustment levied by LESCO and prayed for scrutiny of the matter.

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

i. The Complainant's residential connection installed against a reference number i.e. 13-11511-1287911 was charged a detection bill of (1849) units by LESCO during the month of August, 2025 on account of the meter defectiveness. The issue raised by the Complainant was that mala fide exorbitant detection bill has been charged by LESCO accruing a considerable delay.

ii. Perusal of the documentary evidence reveals that the Complainant was charged a detection bill of (1849) units during the month of August, 2025 on account of the actual consumption of defective meter replaced during June, 2024. According to the clause 4.3 (d) of Consumer Service Manual (CSM), consumer's account shall



not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was declared defective during January 2024, was replaced during the month of June, 2024. Subsequently, detection bill based on the retrieved units was charged during August, 2025 accruing the considerable delay of approximately (20) months while standing in direct violation of CSM.

iii. Hence, charging of detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (20) months in instant matter which requires withdrawal of the detection bill. Hence, the aforementioned exorbitant detection bill of 1849 units, is required to be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 1849 units charged to the Complainant during August, 2025 and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in the matter are being closed by this office.


(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)


(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

Lahore, September 12, 2025

