



**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.05/6020-2025
September 12, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MOHSIN ALI AFZAL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING WRONG BILLING (REF#07 11272.0933812 U)
Case No. LESCO-LHR-56729-07-25**

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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Johar Town Division, LESCO
Chandni Chowk Near Cine Star Cinema, Township, Lahore
5. Mr. Mohsin Ali Afzal
R/O 20-C-PIA Housing Society, Johar Town, Lahore
Cell#0300-8100588





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

Complaint No. LESCO-LHR-56729-07-25

Mr. Mohsin Ali Afzal
20-C-PIA Housing Society, Johar Town,
Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 31, 2025
August 12, 2025
September 11, 2025

Complainant: Mr. Mohsin Ali Afzal

Respondent: Mr. Irfan Ali, SDO (Operation), LESCO
Mr. Ahmad Raza Bajwa, SDO (Operation), LESCO
Mr. Sarmad, Revenue Officer, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MOHSIN ALI AFZAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF # 07-11272-0933812)

DECISION

This decision shall dispose of the complaint filed by Mr. Mohsin Ali Afzal (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 Mr. Mohsin Ali Afzal wherein the Complainant submitted that a detection bill was charged by LESCO during the month of June, 2025 as outstanding arrears amounting to Rs. 343,057/- and requested to investigate the matter. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were, then charged against the Complainant's account. Upon which, the Complainant raised its observations and challenged the delay in charging of belated adjustment.

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

- i. The Complainant's residential connection installed against a reference number i.e. 07-11272-0933812 was charged a detection bill of (4817) units by LESCO during the month of June, 2025 on account of the meter defectiveness. The issue raised by

the Complainant was that the 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 detection bill of (4817) units during June, 2025 on account of actual consumption of defective meter replaced during October, 2024. According to the clause 4.3.2 (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 available record, the Complainant's meter was declared defective during July, 2024 and was replaced subsequently during the month of October, 2024. The detection bill based on the retrieved units was, later, charged during June, 2025 accruing the considerable delay of approximately (11) 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 (11) months in instant matter which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 4817 units charged to the Complainant during June, 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

