



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.05/5512-2025
August 20, 2025

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

Subject: **COMPLAINT FILED BY SYED MAJID ALI SHAH UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING AVERAGE
BILLING (REF # 15-11271-0292100).**
Case No. LESCO-LHR-52784-04-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 20, 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. Syed Majid Ali Shah
R/O 600-B, Johar Town, Lahore.
Cell#0333-4422275





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-52784-04-25

Syed Majid Ali Shah
600-B, Johar Town, Lahore.
Cell# 0333-4422275

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 29, 2025
June 26, 2025
July 31, 2025

Complainant: Syed Majid Ali Shah

Respondent: Mr. Sarmad Revenue Officer, LESCO

SUBJECT: COMPLAINT FILED BY SYED MAJID ALI SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING AVERAGE BILLING (REF # 15-11271-0292100).

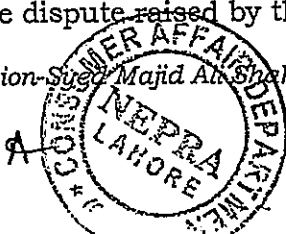
DECISION

This decision shall dispose of the complaint filed by Syed Majid Ali Shah (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "FESCO"), 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 Syed Majid Ali Shah dated April 14, 2025 wherein the Complainant submitted that an exorbitant average bills were charged by LESCO during the several months on the pretext of meter defectiveness despite minimal electricity consumption against its connection. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore whereby the matter was discussed at length in attendance of both the parties. During the hearing, LESCO submitted that the Complainants meter became defective during October, 2024 and later replaced during February, 2025 while the average bills were charged against the Complainant's account for defective period.

3. The case has been examined in detail 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 reference number i.e. 16-11271-0292100 was charged average bills during the period i.e. October, 2024 to February, 2025 by LESCO on account of the meter's defectiveness i.e. erratic behavior. The dispute raised by the Complainant was that the average bills have been charged



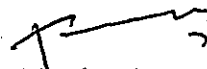
- ii. Perusal of documentary evidence reveals that the Complainant was charged average bills for the period of (5) months cumulating to (1764) units. The record reflects that the Complainant's meter was declared defective by LESCO during month of October, 2024 and the same was, later, replaced during February, 2025. It is also evident from the consumption history the Complainant maintained near zero consumption during the winter months of which rationale was contended by the Complainant as period of low consumption, thus, not requiring instant connection for such period. The same argument corroborated by the consistency does prove to me legitimate assertion to make reliance upon by this office.
- iii. According to the clause 4.3 of CSM, LESCO is required to replace defective meters immediately or within two billing cycles in case of non-availability of material and can only charge average bills for the maximum period of two months. However, considering the replacement of meter after lapse of two billing cycles along with non-submission of any relevant material shortage evidence in LESCO, it can be concluded that LESCO officials have conceived the allowance of two billing cycles wrongly and failed to replace defective meter, immediately. Moreover, due to sheer negligence of the LESCO officials regarding non-replacement of defective meter, excessive average bills in comparison with actual consumption of corresponding months of pervious year, were charged against the Complainant.
- iv. The recorded facts based on above narration provide that LESCO failed to replace the impugned meter expeditiously. Upon inquisition, LESCO also failed to provide check meter report to scrutinize any other avenues as the data retrial report would also prove to be futile due to established erratic behavior of the defective meter as agreed by LESCO. Hence, the average bills without any supporting assertions renders itself invalid after due consideration of zero consumption during the corresponding months of previous years except October, 2024 and recorded healthy consumption elsewhere. Hence, the average bills charged to the Complainant are not justified and in violation of CSM, are required to be withdrawn.

4. Foregoing in view, LESCO is directed to withdraw the average bills charged during the period i.e. November, 2024 to February, 2025. Revised bill be shared with the Complainant within thirty (30) days. The instant matter is being disposed in above terms days.



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, August 20, 2025

