



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**

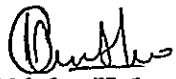
POL.05/5847-2025
August 25, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. SHAHIDA PARVEEN
W/O ASIF RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
LESCO REGARDING DETECTION BILL & REPLACEMENT OF DEFECTIVE METER
(REF# 13 11274 1999505 U)
Case No. LESCO-LHR-48665-12-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 25, 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. Mrs. Shahida Parveen W/O Asif Raza
R/O 241-B, Street No. 05, Mateen Avenue, Collage Road, Lahore
Cell# 0304-0111820





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

Complaint No. LESCO-LHR-48665-12-24

Mst. Shahida Parveen
241-B, Street No. 05, Mateen Avenue
College Road, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: March 06, 2025
April 29, 2025
May 13, 2025
July 31, 2025

Complainant: Mst. Shahida Parveen

Respondent: Mr. Irfan Ali SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SHAHIDA PARVEEN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING DETECTION BILL (REF # 13-11274-1999505)

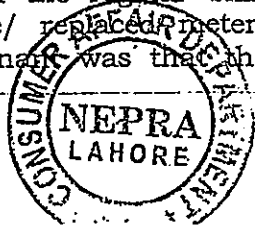
DECISION

This decision shall dispose of the complaint filed by Mst. Shahida Parveen (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 the honorable Wafaqi Mohtasib in respect of Mst. Shahida Parveen wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of July, 2024 inconsiderate of the meter's defectiveness, in contrast with connected load at the residential premises and despite the payment of regular bills without any default. The matter was taken up with LESCO whereby LESCO submitted that the Complainant's meter, upon checking, was found with display error and impulse dead and was, later, introduced to data retrieval while the difference of units i.e. (2448), as retrieved, was charged against the Complainant's account. LESCO further submitted that the Complainant was also charged (2632) units during the month of July, 2024 as per the actual meter reading/snap.

3. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore attended by both the parties and the matter was discussed in detail. 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 reference number (13-11274-1999505) was charged a bill of (2632) units by LESCO during July, 2024 in terms of the regular billing and (2448) units as per data retrieval report of defective/ replaced meter during January, 2025. The dispute raised by the Complainant was that the exaggerated bills have been charged by LESCO by



exclusion of the fact that the meter became defective during the month of July, 2024 while accumulating the abnormal units until its removal while having minimal connected load.

- ii. Perusal of documentary evidence reveals that the impugned meter was checked at site by M&T, LESCO on September 19, 2024 and, later, in the M&T Lab on October 22, 2024 reflecting a consistent discrepancy in metering installation as 'wash/dead'. It is on the record that the difference of consumption i.e. (2448) units between data retrieval report and already charged units was levied by LESCO on account of the same discrepancy. The established discrepancy underlines the fact that the meter, in actual, became defective, however, the corroboration of extent and the exact time frame is hinged on the available record. Taking note of the above, the units i.e. (2632) charged during the July, 2024, also attracts further scrutiny of the matter.
 - iii. Even considering the arguments of LESCO regarding the actual billing as per meter reading during July, 2024, the same is rebutted by contrasting consumption pattern elsewhere. Hence, as evident from preceding months, the Complainant maintained a consistent and comparatively low consumption having monthly average of approx. 60 units with the exception of only disputed month with disparate consumption of 2632 units. Taking cognizant of above and in conjunction with the factual presence of another two Nos. of connections at the same premises reflecting the interchanging consumption pattern, does argue in favor of the contentions of Complainant. It is of note that the available snaps for meter reading does corroborate the charging of bills as per the visible index readings, however, completely undermined by the then meter's defectiveness.
 - iv. The analysis of evidence provided by the Complainant divulges that the discrepancy in the meter was brought into notice of concerned LESCO officials during August, 2024 while the meter was initially checked on the site during September, 2024 after the considerable delay. According to the clause 4.3.4 of Consumer Service Manual (CSM), where consumer is not satisfied with the accuracy of the metering installation, DISCO is required check accuracy of the said metering installation in presence of the consumer/ consumer's representative, within seven working days after completion of procedural formalities including issuance of demand for meter challenge fee, while the same was not adhered by LESCO for extraordinary time period, complicating instant matter. Hence, due to sheer negligence of LESCO officials regarding delay in the checking of defective meter, further units i.e. 2448 got accumulated until the removal of defective meter and were later, charged against the Complainant as per data retrieval report.
 - v. The recorded facts based on above narration provide that LESCO failed to point out discrepancy in impugned meter during the disputed period expeditiously. Hence, excessive bill for the month of July, 2024 without any supporting assertions renders itself invalid after due consideration of the contrasting monthly average in preceding months and consistent consumption pattern over the other two connections while complementing the arguments of Complainant. Hence, the bills of 2632 and 2448 units charged to the Complainant on account of the metering defect having none justification are not warranted and required to be withdrawn.
4. Foregoing in view, LESCO is directed to waive off aforementioned bills of 2632 and 2448 units charged during July 2024 & January, 2025 respectively, to the Complainant. Revised bill be issued to the Complainant within thirty (30) days and connection of the complainant be restored forthwith without any further delay. 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, August 25, 2025

