



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:05/564-2025
August 26, 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 SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING EXCESSIVE BILLING (REF # 02-11271-0002131)**
Case No. LESCO-LHR-55075-06-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 26, 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. Muhammad Saleem
R/O 84-B, BOR, Johar Town, Lahore.





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

Complaint No. LESCO-LHR-55075-06-25

Mr. Muhammad Saleem
84-B, BOR, Johar Town, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 31, 2025

Complainant: Mr. Muhammad Saleem

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING EXCESSIVE BILLING (REF # 02-11271-0002131)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Saleem (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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. Muhammad Saleem wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of April, 2025 having outstanding arrears amounting to Rs. 256,720/- despite the payment of all regular bills without any default. 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.

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. 02-11271-0002131 located at BOR, Johar Town, Lahore was charged a detection bill of (4074) units by LESCO during April, 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 (4074) units during the month of April, 2025 on account of actual consumption of defective meter replaced during August, 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 the available record, the Complainant's meter was replaced during August, 2024 and subsequently, a detection bill based on the retrieved units was charged during April, 2025 accruing the considerable delay of approximately (09) months while standing in direct violation of CSM.

- iii. The analysis of consumption history reflects that the Complainant also maintained nominal electricity consumption prior & following the meter replacement. Moreover, considering the argument of Complainant regarding two other connections installed at the same premises does not provide any rationale and also disputes the volume of detection bill as charged by LESCO.
- iv. Hence, charging of the 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 (09) months in instant matter and considering the fact that regular bills as per the actual onsite consumption was charged to the Complainant preceding to the replacement which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 4074 units charged to the Complainant during April, 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, August 26, 2025

