



**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.05/5609-2025
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 SALMAN
EJAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
LESCO OFFICIAL REGARDING WRONG BILLING (REF# 13 11564 1576301 U)
Case No. LESCO-LHR-59486-08-25

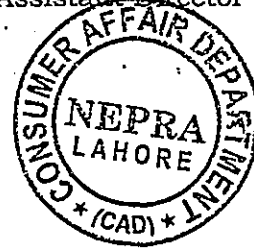
Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated August 26, 2025 regarding the subject matter for necessary
action, please.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. The 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 Defense East Division LESCO,
425-EE, DHA Ghazi Road, Lahore.
5. Mr. Muhammad Salman Ejaz
R/O 83-Eaden Avenue Ext Ghazi Road, Lahore.


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-59486-08-25

Mr. Muhammad Salman Ejaz
83-Eaden Avenue Ext Ghazi Road, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 26, 2025

Complainant: Mr. Salman Ejaz (Online)

Respondent: Mr. Usman Rehmat, SDO (Operation5), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALMAN EJAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 13-11564-1576301)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Salman Ejaz (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").

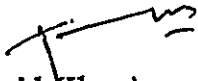
2. NEPRA received a complaint from Mr. Muhammad Salman Ejaz wherein the Complainant submitted that an exorbitant amount of Rs. 295,418/- in the form of arrears was charged by LESCO during the month of July, 2025 and requested for its withdrawal. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore during which LESCO official submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were 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 hearings and the applicable law. Following has been observed:

- i. The Complainant's residential connection installed against a reference number i.e. (13-11564-1576301) located at 86, Eden Avenue Extension, Ghazi Road, Lahore was charged detection bill of (5030) units by LESCO during July, 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 (5030) units during July, 2025 on account of actual consumption of defective meter replaced during September, 2023. 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, 2023 and was, later, replaced during the month of September, 2023. Subsequently, detection bill based on the retrieved units was charged during July, 2025 accruing considerable delay of approx. (24) 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 (24) 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 5030 units charged to the Complainant during July, 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

