



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/4319-2025
October 8, 2025

Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM NABI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING EXCESSIVE BILLING (A/C # 44-11245-0105903-U)**

Complaint No. LESCO-NHQ-45731-10-24

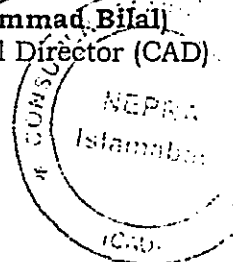
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 08, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
4. Executive Engineer/XEN (Operation),
Samanabad Division,
3-B Near Khizara Masjid Samanabad, Lahore.
5. Mr. Ghulam Nabi,
#650-G, Sabzazar Scheme, Multan Road, Lahore
Cell: 0300-4842982

(Muhammad Bifal)
Additional Director (CAD)





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

Complaint No. LESCO-NHQ-45731-10-24

Mr. Ghulam Nabi,
#650-G, Sabzazar Scheme, Multan Road, Lahore
Cell: 0300-4842982

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 21, 2025
July 29, 2025

On behalf of:
Complainant: Mr. Ghulam Nabi

Respondent: Mr. Sagheer Ahmed, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM NABI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING EXCESSIVE BILLING (A/C # 44-11245-0105903-U).

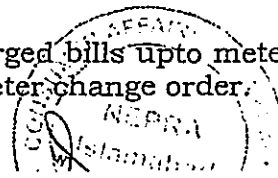
DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Nabi (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "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. Brief facts of the case are that NEPRA received a complaint wherein it was submitted by the Complainant that he has installed commercial electricity connection at his premises. LESCO issued excessive billing to the Complainant and also did not allow him installments for payment. The Complainant requested not to disconnect his electricity supply and recover the outstanding bill into ten equal installments. Accordingly, the case was taken up with LESCO and hearings were held at NEPRA in attendance of both the parties wherein the matter was discussed at length. LESCO in its written/verbal arguments submitted that the electricity meter of the Complainant was defected in January 2024 which was replaced in February 2024. The impugned meter was sent to M&T department for data retrieval and on the basis of M&T report; a bill of 616 units was charged to the Complainant.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant is a commercial consumer of LESCO having reference No. 44-11245-0105903-U (15kW).
- ii. The new connection was installed in August 2021. The energy meter bearing No. 352714 was installed at site. The said meter was found defective in January 2024 and was replaced on February 19, 2024.
- iii. Prior to replacement; the Complainant was charged bills upto meter reading dial of 46707 (off peak) and 13206 (peak) as per the meter change order.



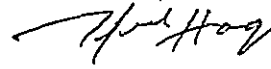
- iv. The impugned meter was sent to M&T lab on May 20, 2025 for data retrieval. The data was retrieved on the same day. According to data retrieval report; a final index reading for off peak was 47112 and for peak 13417 dial. Accordingly; LESCO charged the differential bills of 616 units to the Complainant.
- v. The Consumer Service Manual (CSM) provides that the account of the Consumer shall not be liable to any adjustment if data is not retrieved within 3 months. In this case, data of the impugned meter was retrieved within 3 months; therefore the bill is liable to be paid by the Complainant.
- vi. The Complainant has requested for payment of bill in installment.

4. In view of foregoing, the bill charged by LESCO is payable by the Complainant. However, LESCO may allow the Complainant for payment of the impugned bill in installments along with current bills. The instant matter is disposed of in above terms.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 18, 2025

