National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax:-051-2600021

Consumer Affairs Department

TCD.05/4415-2025
October 16, 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. ANWAR KAMAL, SENIOR ADVOCATE SUPREME COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING WRONG BILLING (A/C# 12 11253 1191300)**
LESCO-NHQ-51942-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated October 16, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Bilal)
Additional Director (CAD)

NEPRA
Islamabad

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. Rana Rizwan Sibghatullah,
   Incharge Complaint Cell, (Focal Person to NEPRA),
   LESCO, 22a-A, Queens Road, Lahore.

4. Mr. Anwar Kamal, Senior Advocate Supreme Court,
   Office: 1-Turner Road, Lahore.
   aklaw@lhr.comsats.net.pk
   042-37311810

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-NHQ-51942-03-25

Mr. Anwar Kamal, Senior Advocate Supreme Court ...... **Complainant**
Office: 1-Turner Road, Lahore.
aklaw@lhr.comsats.net.pk
042-37311810

VERSUS

Lahore Electric Supply Company (LESCO) .... **Respondent**
22-A, Queen's Road Lahore.

Date of Hearing: March 25, 2025
June 17, 2025
August 01, 2025
August 20, 2025
October 16, 2025

On Behalf of Complainant: Mr. Anwar Kamal – Senior Advocate Supreme Court

Respondent: Mr. Shujaat Ali, XEN (Civil Lines) – LESCO
Mr. Shahid Farooq, RO – LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ANWAR KAMAL, SENIOR ADVOCATE SUPREME COURT, SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING WRONG BILLING (A/C# 12 11253 1191300)**

DECISION

This decision shall dispose of the complaint filed by Mr. Anwar Kamal, Senior Advocate Supreme Court (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 the Complainant submitted that the electricity meter installed at their premises became defective on September 28, 2023. Accordingly, a Complaint was registered with LESCO on September 29, 2023. The Complainant received electricity bills with 'defective' status during the months of September 2023 and October 2023. The defective meter was replaced on November 01, 2023. Despite replacement of meter, the Complainant received bills on defective status basis and the meter number appeared on the bill was also not changed by LESCO. In this regard, the Complainant approached LESCO for correction of bill and meter number on the electricity bill, however, LESCO failed to do so. The wrong bills were issued till January 2025. In the billing month of February 2025, the status of meter was shown as replaced and the Complainant was charged a bill to the tune of 7342

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units, amounting to Rs. 4,72,142/- The previous reading was shown as 5926 units and the present as 13268 reading dial. The discrepancy was brought into the notice of LESCO, however, LESCO failed to redress the grievances. The Complainant also raised the issue of change of name.

3. The matter was taken up with LESCO and multiple hearings were also held at NEPRA Head Office, Islamabad and accordingly LESCO was directed not to take any coercive action against the Complainant and issue the current bills. LESCO in its arguments submitted that the electricity meter of the Complainant became defective in September 2023 which was replaced in the month of November 2023, however, the Meter Change Order (MCO) was not fed in the record which was subsequently updated in the month of February 2025. Accordingly, the units charged on defective code were adjusted and due credit was provided to the Complainant. LESCO further submitted that due to non-availability of meters, a used meter was installed at site within initial reading of 5926 units which were duly adjusted in the month of February 2025. Regarding change of name, LESCO submitted that the Complainant has not applied for change of name to LESCO.

4. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed.

i. The Complainant is a commercial consumer of LESCO (Law Chamber). Sanctioned load of the premises is 15 kW under A-2a(04) tariff.

ii. The energy meter of the complainant bearing No. 3117470 became defective in September, 2023 and the same was replaced in November 2023.

iii. The billing data of the Complainant is as under:

Months	Units Billed			
	(2022)	(2023)	(2024)	(2025)
January	317	210	364 (DF)	0
February	298	242	375 (DF)	7342
March	347	147	395 (DF)	
April	416	259	0	
May	520	397	0	
June	629	470	0	
July	530	564	0	
August	487	333	389 (DF)	
September	526	526 (DF)	526 (DF)	
October	375	375 (DF)	391 (DF)	
November	304	341 (DF) Meter Changed	398 (DF)	
December	238	351 (DF)	0	

The above billing history shows that the energy meter became defective in September 2023. LESCO changed the meter in November 2023, however, LESCO did not feed MCO in the record and charged average bills to the Complainant. Moreover, no bills were charged by LESCO from April, 2024 to July, 2024 and December 2024 & January, 2025. LESCO updated the record of replaced meter in the month of February, 2025. LESCO installed a used meter at the premises bearing No. 505465 with initial reading of 5926 units. According to the record, while updating the status of replaced meter in the month of February 2025, the already used units i.e. 5926 units were not charged to the Complainant and after taking present reading as 13268 units, the Complainant was charged a bill of 7342 units in February, 2025.

iv. The record reflects that after installation of new meter in November 2023; LESCO charged average bills to the Complainant till January 2025 to the tune of 3530 units. In view of the said, the average bills of 3530 units are required to be withdrawn which have been charged in duplication. The chargeable units on the replaced meter are 7342 units. The average units for 16 months i.e. November 2023 to February 2025 become 459 units per month.

v. In the billing month of February 2025 and September 2025, LESCO provided credit of Rs. 234187 and Rs. 61024 respectively. However, LESCO has not provided the detailed working of these adjustments.

5. The new meter recorded consumption of 7342 units (13268-5926=7342 units). The Complainant was also charged 3530 units with effective from November 2023 to February 2025, as such, the Complainant has been charged 3530 units in duplication. Foregoing in view, LESCO is directed to proceed as under:

i) Total chargeable units on the new meter are 7342 units for the period from November 2023 to February 2025 with an average of 459 units per month. .
ii) Withdraw the 3530 units charged to the Complainant in duplication alongwith any other bill charged on fixed / minimum charges basis, during the period from November 2023 to February 2025.
iii) The payments made by the Complainant for the billing with effect from November 2023 to February 2025 be also adjusted.
iv) Issue revised bill of 459 units per month for the period from November 2023 to February 2025 and the rates of the respective months alongwith FPA be applied. The LPS for the said months be also withdrawn.
v) The account of the Complainant be overhauled accordingly.
vi) The revised bill be recovered in six (06) installments.
vii) Disciplinary proceedings be initiated against the delinquent officials for delay in feeding of MCO.
viii) Immediately change the name of the connection after completion of codal formalities by the Complainant.

6. The Complaint is disposed of in above terms.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (Consumer Affairs)

(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

16/10/25

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, October 16 , 2025