



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/ 5293 -2025
December 3, 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 CHAUDHARY MUNAWAR HUSSAIN THROUGH MR. MUZAMMIL RAFOUUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (REF # 13-11272-1898600) LESCO-NHQ-53962-05-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated December 03, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
0370-4990220/ 042-99204859
3. Ch. Munawar Hussain,
Through Mr. Muzammal Rafiq,
R/o Mandi Kanganpur, Tehsil Chunian,
District Kasur.
0302-7079420



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-53962-05-25

Chaudhary Munawar Hussain,
Through Mr. Muzzamil Rafique,
Mandi Kangan Pur, Tehsil Chunian,
District Kasur.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: July 02, 2025
November 17, 2025

On behalf of
Complainant: Mr. Muzamil Rafique

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

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DECISION

This decision shall dispose of the complaint filed by Chaudhary Munawar Hussain through Mr. Muzammil Rafique (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").

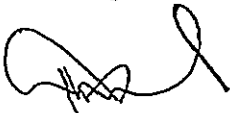
2. NEPRA received a complaint from Ch. Munawar Hussain wherein the Complainant submitted that an excessive bill amounting to Rs. 787,073/- for 11358 units, was charged by LESCO during the month of March, 2025 despite payment of prior regular bills. The matter was taken up with LESCO and hearing was held at NEPRA Head Office, Islamabad during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while adjustment of 12262 units was charged against the Complainant's account based on the difference of reading of defective meter and the final reading retrieved through data downloading.

3. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the case 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 issue pertains to charging of supplementary bill against the Complainant's residential connection having reference number 13-11272-1898600 on account of data downloading report.

- (ii) Perusal of documentary evidence reveals that meter of the Complainant became defective in May, 2024 which was replaced by LESCO in the month of August, 2024. After replacement, the meter was sent to M&T Lab for data downloading whereby final retrieved reading on meter No. 3287868 was 29893 units, whereas, LESCO has charged the Complainants account for 18535 units. After adjustment of earlier charged units; the Complainant was debited for 11358 units (29893-18535=11358) in the billing month of March, 2025.
- (iii) After detail discussion both the parties agreed for amicably resolution of the disputed bill by payment of 50% of the detection bill amount by the Complainant in three installments and LESCO to withdraw remaining 50% of the detection bill amount.

4. Foregoing in view, LESCO is directed to revise the detection bill by withdrawing 50% of detection bill amount and imposed late payment surcharge (if any) in lieu of non-payment of the disputed bill. Revised bill be recovered from the Complainant in three (03) instalments. The complaint is disposed of in the above terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (Consumer Affairs)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee /
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, December 03, 2025