



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
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**Consumer Affairs
Department**

TCD.05/ ⁵³⁰⁵ -2025
December 3, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHEIKH UMAR RAZA S/O SHEIKH MUHAMMAD AMJAD SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING AVERAGE BILLING & REPLACEMENT OF DEFECTIVE METER (REF# 04 11316 0368529 U)**
Case No. LESCO-LHR-49967-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated December 3, 2025, regarding the subject matter for necessary action, please.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director, LESCO, 22-A, Queen's Road Lahore.
2. Assistant Director (CAD)
NEPRA Provincial Office, Link Arcade Plaza,
54-B, GECH Society, Phase-III, Model Town, Link Road, Lahore.
3. Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
4. S.E 3rd Circle LESCO, Sukh Nahar, Wapda Road, Shalamar, Lahore.
5. XEN Shalamar Division, LESCO, Shalamar Complex Shalamar Town, Lahore.
6. Mr. Sheikh Umar Raza S/O Sheikh Muhammad Amjad
R/O Angoori Scheme II, Sector C, House No. 16, Baghbanpura, Lahore.
Cell#0322-4206675



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-49967-01-25

Mr. Sheikh Umar Raza

..... **Complainant**

Sheikh Muhammad Amjad,
Angoori Scheme II, Sector C,
House No. 16, Baghbanpura, Lahore.

VERSUS

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

..... **Respondent**

Date of Hearing: May 13, 2025
June 25, 2025
July 22, 2025

Complainant: Mr. Sheikh Umar Raza

Respondent: Mr. Umar Raza, XEN, LESCO
Mr. Ishtiaq Ahmed, RO, LESCO
Mian M. Sohail, XEN's TA, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHEIKH UMAR RAZA S/O SHEIKH MUHAMMAD AMJAD SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING AVERAGE BILLING & REPLACEMENT OF DEFECTIVE METER (REF# 04 11316 0368529 U)

DECISION

This decision shall dispose of the complaint filed by Sheikh Umar Raza (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 Sheikh Umar Raza wherein the Complainant submitted that an unjustified bill was charged by LESCO during the month of January, 2025 as outstanding arrears amounting to Rs. 15,75,164/- against reference numbers 04 11316 0368529 U. The matter was taken up with LESCO and hearings were held at NEPRA Office, Lahore wherein LESCO officials submitted that the Complainant's premises was inspected on December 26, 2024 whereby it was found that electricity was being consumed through a bogus meter bearing meter number 386262. Consequently, a total consumption of 23,252 units recorded on the impugned meter was charged to the Complainant in January 2025 to recover the loss sustained by LESCO. However, the Complainant contested the said bill, stating that he had never installed or used a bogus meter.

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

- (i) The Complainant has two residential connections installed against reference numbers 04 11316 0368529 U and 04 11316 0367784, located at Plot No. 452/D,

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CRC Decision: Sheikh Umer Raza vs LESCO (LESCO-LHR-49967-01-25)

Lahore Press Club Housing Scheme, Lahore. The Complainant was charged a bill of 23,252 units by LESCO against reference number 04 11316 0368529 U during the month of January 2025 based on the consumption recorded by an alleged bogus meter as claimed by LESCO, however, the Complainant contended that he had never installed a bogus meter and claimed that the aforementioned disputed bill was issued by LESCO with mala fide intent.

- (ii) During the hearing LESCO officials apprised that the impugned meter (Meter No. 386262) had been in use by another LESCO consumer bearing reference number 02 11311 0362766, registered on the name of Mr. Muhammad Aqeel and the same was removed/ replaced by LESCO in November, 2022 with a final reading index of 5,134 kWh. However, no documentary evidences were provided by LESCO in this regard and the Complainant acknowledged the presence of the said meter at site at the time of checking; however, he asserted that the meter was not installed by him rather LESCO officials themselves installed the same allegedly with mala fide intention.
- (iii) LESCO declared the actual meter installed against reference No. 04 11316 0368529 bearing No. 2403513 defective during the month of July, 2024, replaced the same in April, 2025 and during this period charged billing on Def-Code. Although the impugned meter (Meter No. 386262) was found at site at the time of checking, however, bill were printed with snap of actual meter (Meter No. 2403513). Perhaps, both the parties (LESCO field staff as well as the Complainant) were involved in installation/usage of bogus meter by replacing/reinstalling the actual meter soon after/before the monthly meter readings dates for the purpose of pasting/taking of snaps of actual meter on electricity bills. Further, consumption of the Complainant also increased manifold after removal of the impugned/bogus meter on December 26, 2024.
- (iv) Billing history of both the account numbers being used by the Complainant is as follows:

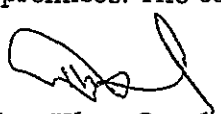
Reference No: 04 11316 0368529 U				
Month/Year	2022 (units)	2023 (units)	2024 (units)	2025 (units)
January	352	353	233	233 Def
February	325	235	156	225 Def
March	259	286	218	225 Def
April	587	462	301	633 Def
May	793	552	196	0
June	862	563	140	0
July	708	314	314 Def	705
August	651	193	205 Def	
September	632	218	218 Def	
October	602	222	222 Def	
November	315	122	212 Def	
December	296	139	219 Def	
Reference No: 04 11316 0367784				
Month/Year	2022 (units)	2023 (units)	2024 (units)	2025 (units)
January	118	521	191	634
February	124	246	139	241

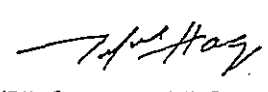
March	135	205	162	205
April	356	262	47	385
May	699	464	92	711
June	693	557	254	1645
July	449	125	323	1024
August	500	99	169	
September	515	463	300	
October	373	427	143	
November	198	81	227	
December	120	127	495	

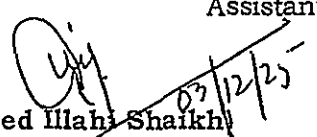
Detailed analysis of the Complainant billing history of the above-mentioned reference numbers reveals noticeable dip during & prior to the aforementioned discrepancy (July, 2023 to December, 2024) which provides a context that the actual consumption was predominantly unhealthy & considerably less during the same period in comparison with the verified load connected at site (6.868 kW against Reference No. 04 11316 0368529, and 5.569 kW against Reference No. 04 11316 0367784). Moreover, the future consumption during following months since site checking on December 26, 2024 remained considerably elevated in contrast with the consumption recorded during previous years on the corresponding month basis which points towards suspected involvement of the Complainant in alleged theft.

- (v) Considering all the facts it is concluded that a bogus meter No. (Meter No. 386262) found at site during the inspection was in use by the Complainant, therefore, the total consumption recorded on bogus meter No. 386262 be charged to the Complainant besides disciplinarily action must be initiated against the concerned LESCO staff (meter reader) in accordance with LESCO rules for negligence in identifying and reporting the bogus meter.

4. Foregoing in view, total consumption of 23,252 units recorded on bogus meter No. 386262, charged by LESCO is justified. Further, LESCO is directed to take strict disciplinarily action against the concerned LESCO staff (meter reader) in accordance with LESCO rules for negligence in identifying and reporting the bogus meter. Besides, an inquiry may also be initiated as to how a bogus meter which was in custody of LESCO got installed at the Complainant's premises. The complaint 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, December 03, 2025