



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.05/4887-2025
November 05, 2025

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

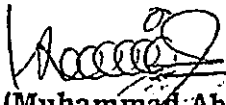
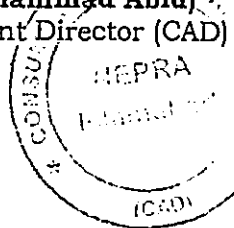
SUBJECT: DECISION IN THE MATTER OF WP NO. 57668-25 FILED BY MR. MUZAMMAL RAFIQ S/O MUHAMMAD RAFIQ JAVAID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 45 11735 1914914, 45 11736 1876413
LESCO-NHQ-58648-08-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 05, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service 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, Queen's Road, Lahore.
Cell # 0370-4990220.
4. XEN Chunian Division LESCO
WAPDA Complex, Changa Manga Road, Chunian.
Ph: 0494-530125.
5. Mr. Muzammal Rafiq S/o Muhammad Rafiq,
Mandi Kanganpur, Tehsil Chunian,
District Kasur.
Cell: 0302-7079420


(Muhammad Abid)
Assistant Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-58648-08-25

Mr. Muzammal Rafique,
Mandi Kanganpur, Tehsil Chunian, Kasur.

..... Petitioner/Complainant

VERSUS

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

..... Respondent

Date of Hearing: October 24, 2025

Complainant: Mr. Muzammal Rafiq

Respondent: Mr. Mian Tariq Bashir, XEN (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF WP NO. 57668-25 FILED BY MR. MUZAMMAL RAFIQ S/O MUHAMMAD RAFIQ JAVAID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 45 11735 1914914, 45 11736 1876413).

Decision

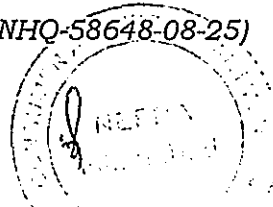
In pursuance to the Order of Honorable Lahore High Court, Lahore dated October 02, 2025 in Wirt Petition No. 57668/2025; this decision shall dispose of the complaint filed by Mr. Muzamil Rafiq (hereinafter referred to as the "Complainant" or "petitioner") against Lahore Electric Supply Company Limited (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 the Complainant, in his complaint, submitted that he is a consumer of LESCO under reference No. 45-11735-1914914 & 45-11736-1876413 and is a law-abiding citizen of Pakistan. Despite timely payment of bills, no allegations of theft or tampering/slowness of metering installation etc.; LESCO has issued detection bills amounting to Rs. 3,71,938/- & Rs. 16,14,511/-. The Complainant has requested for issuance of necessary directions to LESCO for withdrawal of the said detection bills. The Complainant also approached Lahore High Court, Lahore whereby the court vide order dated October 02, 2025 directed for disposal of the complainant within period of thirty (30) days.

3. In compliance of the orders of the court, hearing was held on October 24, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties (LESCO and the Complainant) wherein the case was discussed in detail. During the hearing LESCO officials apprised that the Complainant was charged a detection bill against Reference No. 45-11735-1914914 for 31,452 units on account of direct supply from transformer bushes for

CRC Decision: Mr. Muzamimil Rafiq vs LESCO (LESCO-NHQ-58648-08-25)


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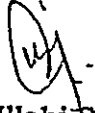
a period of six months (02/2022 to 07/2022). Similarly, under Reference No. 45-11736-1876413, a detection bill was charged for 42,213 units for a period of six months (12/2023 to 05/2024) on account of direct supply from the LT line.

4. Clause 9.2.4 of Consumer Service Manual (CSM) provides that if the consumer objects payment or disputes over the detection bill, the appellant forum for revision of detection bill would be the review committee of DISCO. The consumer shall be given personal hearing by the review committee. After detail discussion in the hearing held on October 24, 2025 at NEPRA Head Office, Islamabad; the Complainant requested for review of detection bill by LESCO Review Committee. The Complainant further requested for payment of outstanding amount (regular & revised detection bills) in easy installments.

5. In the light of request of the Complainant, LESCO is directed for review/settlement of the disputed bills through LESCO review committee within thirty (30) days and payable amount against regular bills as well as revised detection bills (if accorded by review committee) be recovered in easy installments. 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


(Naweed Illahi Shaikh)
Convener Complaints Resolution Committee/
Director General (Consumer Affairs)

Islamabad, November 05, 2025

