

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.05/531/4-2025
December 05, 2025

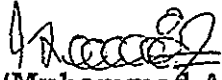
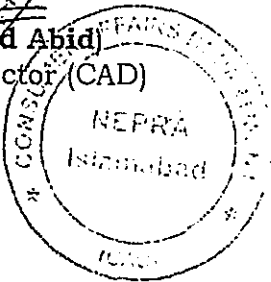
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AMMAR BUKHARI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF BILL (REF 24 11262 9000524 & 45 11262 1470310).

Complaint No. **LESCO-NHQ-55113-06-25**

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

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)


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. Assistant Director (CAD),
NEPRA Regional office, 54-B, Link Arcade, GECH Society, [For follow-up please.]
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
5. XEN Shahpur Division LESCO,
132 kV Grid Station, Near Police Training College,
Chung Multan Road, Lahore.
6. Mr. Muhammad Ammar Bukhari
R/o Katar Band Road, Lahore.
Cell: 0300-8443233.



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

Complaint No. LESCO-NHQ-55113-06-25

Mr. Muhammad Ammar Bukhari
Katar Band Road, Lahore.
0300-8443233

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 19, 2025
August 05, 2025
August 27, 2025
September 16, 2025

**On behalf of
Complainant:** Mr. Muhammad Ammar Bukhari

Respondent: Mr. Sana Muhammad – XEN- LESCO
Mr. M. Mazhar Javed - SDO – LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AMMAR BUKHARI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 24 11262 9000524, 45 11262 1470310)

DECISION

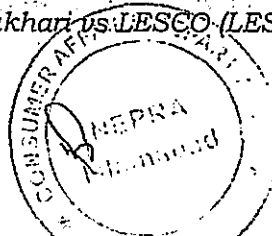
This decision shall dispose of the complaint filed by Mr. Muhammad Ammar Bukhari (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that NEPRA received a complaint from Muhammad Ammar Bukhari wherein the Complainant submitted that LESCO was charging excessive bills as compared to actual meter readings since installation of the connection and upon non-payment of excessive bills, LESCO disconnected his electricity connection in the year 2022. The Complainant also requested to withdraw the amount charged under the head of Fuel Price Adjustment (FPA), Fixed Charges and Late Payment Surcharge (LPS). The Complainant for restoration of the electricity connection, credit of security deposit in the record.

3. The matter was taken up with LESCO and various hearings were conducted. The hearings were attended by both the parties (LESCO & the Complainant) wherein the case was discussed in detail. The case has been analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. Following has been observed:

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CRC Decision: Mr. Muhammad Ammar Bukhari vs LESCO (LESCO-NHQ-55113-06-25)



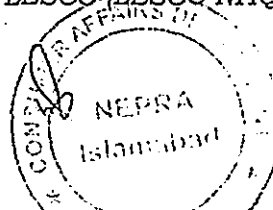
- (i) The Complainant has an industrial connections bearing reference Nos. 24-11262-9000524 with connection date September 28, 2018 installed at his manufacturing facility situated in Pind Gopay Rai, Thokar Niaz Baig, Lahore. The Complainant claimed that since installation of connection, LESCO has been charging excess billing and that LESCO never delivered bills at site, however, bills were always paid within due dates after checking the bills online. The Complainant further stated that his electricity connection was disconnected in June, 2022 based on the wrong billing of Rs. 955,000/-. The Complainant claimed that his monthly average consumption remained under 300 units and despite his several visits to the concerned LESCO offices, issue remained unaddressed. The Complainant has claimed that he was charged wrongfully for 264100 units while he actually consumed 16900 units (data based on PITC report) and later LESCO refunded around 241000 units in April 2024 thereby leaving 6200 units yet to be refunded. The Complainant requested for immediate reconnection and adjustment of all the wrong billing and withdrawal of other charges i.e. LPS, FPA and fixed charges.
- (ii) On the other hand, LESCO stated that the matter of excess billing has been resolved in April 2024 when the complainant was refunded more than 200,000 units in the bill. According to LESCO, pending amount is the fix charges which have been imposed as per law because the complainant has not been paying the same since November 2022 and therefore they disconnected the connection in June 2024.

(iii) Billing history of the Complainant is as under:

Months	2019 (Units)	2020 (Units)	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)
January	-	00SS	00 SS	00 SS	00 SS	54760
February	-	00SS	00 SS	00 SS	00 SS	81080
March	-	00SS	00 SS	5920	00 SS	00 SS
April	4040 NC	00SS	00 SS	-5920 Credit	00 SS	-236080 Credit
May	00	3920	00 SS	00 SS	00 SS	00 SS
June	120	00SS	00 SS	00 SS	00 SS	00 DC
July	00	2120	00 SS	00 SS	00 SS	00 DC
August	00	00SS	00 SS	00 SS	99800	00 DC
September	00	3800	00 SS	00 SS	00 SS	00 DC
October	00	1400	00 SS	00 SS	00 SS	00 DC
November	00	840	00 SS	00 SS	00 SS	00 DC
December	00	960	00 SS	00 SS	00 SS	00 SS

Documentary evidences revealed that connection of the Complainant was installed on September 28, 2018 and first bill was issued in April, 2019 for 4040 units. The consumption pattern is not consistence since May, 2019 to March, 2022 whereby the Complainant was charged random units as well as no (SS) units in certain months. During the month of March, 2022; 5920 units were charged which were refunded to the Complainant in April, 2022. Further, 99800 units were charged during the month of August, 2023 and again no energy bills were charged during the period from September-December, 2023. After that energy bills were charged for January-2024, February-2024 and subsequently, a credit of 236080 units was provided to the Complainant in April, 2024. Such inconsistency and affording credit/balance of units support the arguments of the Complainant of excessive billing made by LESCO which was also admitted by LESCO officials during the hearings.

- (iv) During the hearings, the Complainant showed his inability for payment of excessive bill charged during the month of March, 2022 and LESCO



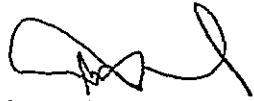
disconnected the supply by removing D-Fitting only, however, metering installation including the transformer remained installed at site. The said bill was later corrected by LESCO by affording a credit for 5920 units and the Complainant made payment thereto during the month of May, 2022, however, connection was not restored by LESCO. It is evident from billing history, LESCO did not charge any consumption during the period from May, 2020 to April, 2024 except charging of 99800 units in August-2023, January-2024 & February-2024 and refunded (credit of) 236080 units which was made during the month of April, 2024 which shows that connection was physically disconnected from site since April, 2022, however, record was not updated accordingly by LESCO.


- (v) Later, after adjustment of excessive units, LESCO issued bill during the month of April, 2024 amounting to Rs. 955,807/- which included the amount of late payment surcharges, FPA and fixed charges. The Complainant did not pay the said bill, therefore, LESCO removed the equipment i.e. transformer from the premises and adjusted the security deposit amounting to Rs. 160,799.99 during the month of November, 2024. The Complainant claimed that LESCO charged 264100 units and refunded 241000 units whereas his actual consumption is 16900 units therefore, 6200 units are yet to be credited by LESCO. The Complainant further apprised that consumption was halted due to spread of pandemic Covid-19 and factory was non-operational.
- (vi) According to data downloading report, final retrieved reading is 422.50 kWh (354.79 Off-Peak & 67.70 Peak) and multiplying factor of the connection is 40 which means the Complainant consumed total 16900 units ($422.50 \times 40 = 16900$), since installation of the connection. As per billing data, the Complainant was charged for 258760 during the period from April, 2019 to February, 2024 out of which a credit of 242000 units ($5920 + 236080 = 242000$) was provided during the months of April, 2022 (5920 units) and April, 2024 (236080 units). The Complainant consumed 16900 units whereas LESCO charged 16760 units after due relief during the entire period, therefore, after adjusting the excessive units against the actual consumption, bill for only 140 units ($16900 - 16760 = 140$) is payable by the Complainant.
- (vii) It is concluded that the consumer faulted for payment due to sheer negligence on account of excessive billing which is evident from the billing history on part of corrections/adjustments made by LESCO officials from time to time. Further, supply was physically disconnected w.e.f. April, 2022, however, the LESCO updated disconnected since June, 2024 when equipment i.e. transformer was removed from site. Moreover, final adjustment was made during the month of April, 2024 which proves that excessive billing was made by LESCO officials. Therefore, charging of fixed charges including the LPS/FPA etc. against disconnected electricity connection of the Complainant and adjustment of security deposit is not justified. Further, LESCO officials wrongfully disconnected the electricity supply of the Complainant by removing the equipment from the premises of the Complainant.
- (viii) According to Clause-8.8 of Consumer Service Manual (CSM) if a connection is disconnected by DISCO and subsequently such action is declared as null and void by NEPRA/POI/Court of Law/any other competent forum, no fee/charges on account of reconnection fees/fixed charges/minimum charges/security deposit/cost of material is chargeable to the consumer. In view of the said, fixed charges including late payment surcharged (LPS) thereto; imposed by LESCO to the Complainant w.e.f. May, 2022 onwards should be withdrawn and connection of the Complainant be restored by reinstalling the removed material without any reconnection charges. However, the Complainant is




liable for payment of cost of 140 units (on applicable rates/taxes during the month of April, 2024).

4. Foregoing in view, LESCO is directed to withdraw all the fixed charges and late payment surcharge (LPS) imposed to the Complainant from May, 2022 onwards. However, the Complainant is liable for payment of cost of remaining 140 units (23 Peak units & 117 Off-Peak units) on rates/taxes applicable during the month of April, 2024. LESCO is further directed to immediately restore the electricity supply of the Complainant without reconnection fees (RCO charges) & cost of material (the connection be restored by reinstalling the removed material i.e. meter/transformer/allied material etc.) and the adjusted security deposit be credited in record of the Complainant. The account of the Complainant be overhauled accordingly within thirty (30) days keeping in view all the payments made by the Complainant. 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, December 05, 2025

