

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/ 5346-2025
December 05, 2025


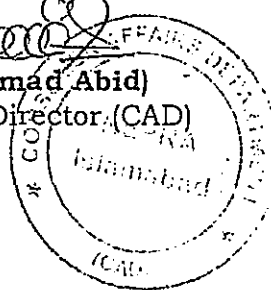
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMJAD ALI SHEIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF 24 11334 0065008).

Complaint No. **LESCO-01-01-2020**

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. Mr. Amjad Ali Sheikh,
Consultant ZONG CM Pak Limited,
113/15, Quaid-e-Azam Industrial Estate, Lahore.
Cell: 0312-8237237.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-01-01-2020

Mr. Amjad Ali Shiekh

Zong CM Pak Limited, 113/15

Quaid-e-Azam Industrial Estate, Kot Lakhpat, Lahore.

.....Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queen's Road, Lahore.

.....Respondent

Date of Hearing:

June 18, 2021

April 05, 2023

June 19, 2023

July 19, 2023

November 15, 2023

September 24, 2024

April 22, 2025

September 16, 2025

On behalf of:

Complainant:

1) Mr. Amjad Ali Shiekh

2) Mr. Huzaifa Rafiq

3) Mr. Mudasar Rasheed

Respondent:

1) Mr. Siraj ud Din XEN (Operation), LESCO

2) Mr. Amjad Nagra XEN (Operation), LESCO

3) Mr. Waleed Iqbal Revenue Officer (RO), LESCO

4) Mr. Haris Bin Jabbar SDO (Operation), LESCO

5) Mr. Junaid Ali SDO (Operation), LESCO

6) Mr. Muhammad Saleem Hafeez SDO (Operation), LESCO

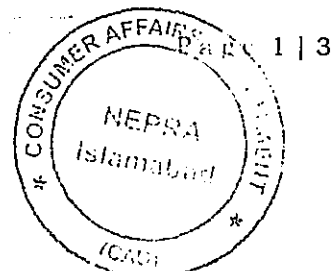
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UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (Ref 24 11334 0065008).

DECISION

1. This decision shall dispose of the complaint filed by Mr. Amjad Ali Shiekh (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 Mr. Amjad Ali Shiekh wherein the Complainant submitted that commercial connection installed against reference number 24-11334-0065008 was charged excessive bills by LESCO based on the wrong readings over the period of several months prior to meter replacement during the month of February, 2024. The matter was taken up with LESCO whereby LESCO submitted that the

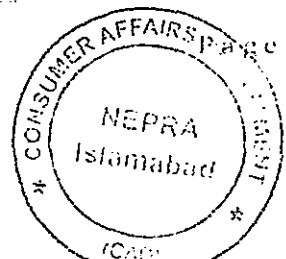
CRC Decision: Mr. Amjad Ali Sheikh vs LESCO (LESCO-01-01-2020)



Complainant is being charged as per the actual meter reading snaps, however, data of replaced meter could not be retrieved due to an old meter.

3. In order to analyze the matter, hearings were held at NEPRA Head office, Islamabad which were attended by both parties wherein the matter was discussed in detail. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant's connection having meter installed against reference number 24-11334-0065008 was replaced by LESCO during the month of April, 2024. The dispute agitated by the Complainant was that the wrong bills in contrast with the actual meter readings on site have been charged by LESCO prior to meter replacement since the year 2019. The Complainant prayed for correction of disputed bills on basis of data retrieval report or future consumption of replaced meter.
- (ii) The Complainant further claimed that during the defective period, LESCO charged billing on average basis and after removal of the defective code LESCO continued excessive billing (lumpsum units) without replacement of defective meter. According to the PTC data meter bearing No. 5388 of the Complainant was declared defective in the month of December, 2017, however, the status of the same meter was again restored as "Active" during in the month of April, 2018 without replacement of meter. During the hearings held on June 18, 2021 & April 05, 2023 LESCO officials assured replacement of defective meter within a week and issuance of revised bill as per the actual consumption/data downloading report, however, the same was not timely materialized and the defective meter No. 5388 was replaced by LESCO in the month of April, 2024 with new meter bearing No. 118860 and the same is currently in use of the Complainant.
- (iii) The Complainant has also claimed that meter was replaced on February 28, 2024 but MCO was fed in the Month of April, 2024 and during the months of February & March, 2024; LESCO kept charging of excessive bills. Consumption data of the Complainant supported the arguments of the Complainant as healthy consumption is less as compared to average/lumpsum consumption till March, 2024. According to Clause-4.3 of Consumer Service Manual (CSM) DISCO shall replace defective meter immediately or within two billing cycles if meter are not available and bills should be charged on average formula. However, in the instant case, LESCO failed to replace the defective meter over the period more than seven years which is negligence of LESCO officials as well as sheer violation of relevant provisions of CSM.
- (iv) LESCO remained unable to provide the snaps of actual readings of Complainant's meter for the disputed months and LESCO could not submit data retrieval report of defective meter despite lapse of a considerable time period. Clause 6.1.3 of the Consumer Service Manual (CSM) provides that taking snapshots of meter readings of all consumer categories is mandatory and meter readings shall be taken through mobile snapshots/ hand held units. The same has been aimed to priorities correct feeding of the meter readings for consumer perusal and collection of previous snap shots for at least twelve months for resolution any dispute arises out of suspicious billing. However, the same has not been followed by LESCO in instant matter.
- (v) According to Rule (3) of NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2015, a complaint shall be filed within one year from the accrual of the cause of action. NEPRA cannot intervene in disputes for indefinite period of time. The Complainant filed complaint before NEPRA in December, 2019; therefore, the excessive bills w.e.f. December, 2019 are required to be revised.



(vi) The billing history of the Complainant is as under:

Month/ Year	2019 (Units)	2020 (Units)	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
Jan	23880	00 SS	45640	00 SS	49200	27520	7440
Feb	24240	24240	47560	16200	46400	27520	7240
Mar	40680	40680	55800	24200	00 SS	27520	8440
Apr	60200	46240	49080	49080	00 SS	16720 RP	9520
May	69880	54480	54480	49080	49040	9960	10160
Jun	56560	56560	56560	48880	49040	10000	10320
Jul	68320	56560	00 SS	70240	49040	7680	10320
Aug	79880	50800	00 SS	70000	65400	9600	8760
Sep	68840	50800	00 SS	70000	27600	9080	10000
Oct	52160	38800	00 SS	45200	27520	8520	9400
Nov	53520	37360	00 SS	49200	27520	7640	9360
Dec	54360	45640	00 SS	49200	27520	7880	-
Total	652520	502160	309120	541280	418280	169640	100960
Average	54376	41846	25760	45106	34856	14136	9178

Scrutiny of the billing history divulge that LESCO charged average consumption of 54376 & 45106 units during the years 2019 & 2022 and in the remaining years consumption is also above the average consumption observed after replacement of the meter. The monthly average consumption remained below nominal 15000 units during the calendar years of 2024 and 2025 i.e. the undisputed period. This shows huge discrepancy on part of LESCO officials and raises suspicion over charging of bills during the calendar years of 2021 to 2024 compounded with the fact of non-provision of record of meter reading snaps, data downloading/retrieval report by LESCO.

(vii) The analysis of undisputed consumption since the meter replacement during the period since May, 2024 till November, 2025 reveals monthly average of 9017 units over the period of (19) months. In conjunction with the fact that the sanctioned load remained same during the overall period, therefore, it is of considered approach to translate the undisputed future monthly consumption since the meter replacement over the disputed period of consumption to meet the ranks of justice.

4. Forgoing in view, LESCO is directed to revise all the bills charged from December, 2019 till meter replacement in accordance with the healthy average consumption recorded on the new meter including the months where zero consumption has been charged and the account of the Complainant be overhaul accordingly. Revised bill be issued to the Complainant within thirty (30) days. 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 (CAD)

Islamabad, December 05, 2025

