



**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.05/17482-2025  
November 13, 2025

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

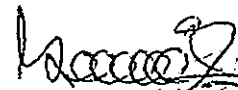
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHFAQ AHMED**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**  
**AGAINST LESCO REGARDING DETECTION BILL (REF 24 11251 1391200).**  
Complaint No. LESCO-NHQ-52202-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 13, 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 NEPRA Regional office,  
54-B, Link Arcade, GECH Society,  
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. Ashfaq Ahmed  
12-C Pakistan (Pvt.) Ltd.,  
04, Old F.C.C, Ferozpur Road, Lahore.  
Cell: 0300-8442869.

  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(CAD)

{ For follow-up please. }



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

**Complaint No. LESCO-NHQ-52202-03-25**

**Mr. Ashfaq Ahmad,**  
12-C Pakistan (Pvt.) Ltd.,  
04, Old F.C.C, Ferozepur Road, Lahore.  
0300-8442869.

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** September 24, 2025

**On behalf of  
Complainant:** Mr. Ashfaq Ahmed

**Respondent:** Mr. Shujat Ali XEN (Operation), Civil Line, LESCO

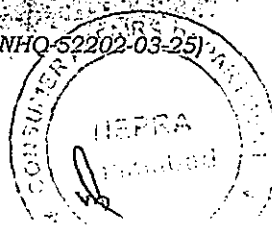
**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASHFAQ AHMAD,  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO  
REGARDING DETECTION BILL (A/C# 24 11251 1391200).

**DECISION**

This decision shall dispose of the complaint filed by Mr. Ashfaq Ahmad (hereinafter referred to as 'the Complainant') against Lahore Electric Supply Company (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 NEPRA received a complaint wherein the dispute agitated that the Complainant was charged with unjustified arrears amounting to Rs. 40,197,282.79/- in January 2025 by LESCO. The Complainant approached LESCO but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of bill and redressal of his grievances.

3. The subject matter was taken up with LESCO. In response, LESCO submitted that the consumer's load was extended from 106 kW to 175 kW on 28-03-2022 and CT's also changed 200/5 (MF X 40) to 400/5 (MF X 80) at site. As per M&T checking report dated 16-12-2024 wrong multiplying factor was charged as 40 instead of 80 from 28-03-2022 to 16-12-2024. So less consumption charged to the consumer during the said period. Resultantly less billing charged to consumer to the tune of 770440 units with MDI of 1180 kW was charged during monthly billing of 01/2025 for amounting to Rs. 40,197,282.79/-. The rates of pending units were charged as per pervious tariff rates applicable in the respective months, which have been paid by the consumer.



4. In order to probe further into the matter, a hearing was held in September, 2025 at NEPRA Head Office, Islamabad which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a consumer of LESCO and having a connection with a sanctioned load of 106 kW under B2b(12) T tariff bearing reference No. 24 11251 1391200.
- (ii) The Complainant applied to LESCO for extension of load from 106 kW to 175 kW in March 2022 and accordingly, LESCO extended the load.
- (iii) LESCO explained that the metering configuration was changed. However, due to an error, the wrong multiplying factor was applied as 40 instead of 80 for the period from March 28, 2022 to December 16, 2024, resulting in under billing of 770,440 units and 1180 kW MDI.
- (iv) LESCO charged the differential amount of Rs. 40,197,282 in the billing month of January 2025, which was paid by the consumer on February 24, 2025.
- (v) The Consumer Service Manual (CSM) read with clarifications issued vide letter dated March 26, 2021 provides that if due to any reason the charges i.e. MDI, fixes charges, multiplying factor, power factor penalty, tariff category etc, have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six months, retrospectively.
- (vi) Moreover, Clause-6.1 of CSM provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading is the responsibility of LESCO. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. The concerned officer/official failed to point out at any stage about the discrepancy.
- (vii) Keeping in view the above provisions of CSM, LESCO is only entitle to recover difference of multiplying factor maximum upto six (06) months prior to date of checking.

5. Foregoing in view, LESCO is directed to withdraw the impugned bill, charge difference of multiplying factor (MF) for a period of six (06) months prior to date of checking i.e. December 16, 2024 and to enhance MF till removal of the discrepancy. Revised bill be issued within thirty (30) days. LESCO is further directed to fix the responsibility against the officials who failed to report the discrepancy in time which caused loss of revenue to LESCO. 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/  
Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, November 13, 2025