



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.05/4996-2025
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. SIKANDAR ABBAS LEGAL ADVISOR BUNDU KHAN FOODS LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF 44 11134 1522001 U).

Complaint No. **LESCO-LHR-35557-03-24**

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 Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
4. Incharge NEPRA Regional office,
54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
5. S.E 1st Circle LESCO,
132 kV Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
6. XEN Ravi Road Divisoin LESCO,
137-Block No.3, Karim Park, Kacha Ravi Road, Lahore.
7. Mr. Sikandar Abbas
Legal Advisor Bundu Khan Foods Ltd,
R/o 29-G, Firdus Market, Gulberg 3, Lahore.
Cell: 0300-4063918.

(Syed Ibad Ali Shah)
Deputy Director (CAD)

[For follow-up please.]



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-35557-03-24

Mr. Sikandar Abbas,
Legal Advisor Bundu Khan Foods Ltd
R/O 29-G, Firdus Market, Gulberg 3, Lahore
Cell#0300-4063918

..... Complainant

Versus

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

..... Respondent

Date of Hearing: March 21, 2024

On behalf of:

Complainant: Mr. Sikandar Abbas

Respondent: Mr. Tanvir Ahmed, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SIKANDAR ABBAS
LEGAL ADVISOR BUNDU KHAN FOODS LTD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF#44 11134 1522001 U).

DECISION

This decision shall dispose of the complaint filed by Mr. Sikandar Abbas (hereinafter referred to as "the Complainant") 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 LESCO has charged him excessive billing as compared to actual meter reading at site. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance. The matter was taken up with LESCO for submission of parawise comments/report. In order to probe further into the matter, a hearing was held at NEPRA Office, Lahore, which was attended by representatives of both the parties wherein the matter was discussed in detail. During the hearing, LESCO reported that site of the consumer was checked by M&T department on January 03, 2024 whereby red phase of the meter was found dead stop. Subsequently, the Complainant was charged a detection bill of 25341 units during the month of February, 2024 for the period of six (06) months w.e.f. March, 2023 to August, 2023.

3. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's commercial connection installed against reference No. 44 11134 1522001 U was issued detection bill of 25341 units during the month of February, 2024 on account of meter's defectiveness i.e. one phase dead-

stop. Later, the impugned/defective meter was replaced by LESCO during the same month.

ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for a period of (6) months i.e. March, 2023 to August, 2023 based on one phase dead i.e. 33.3% slowness being inconsistent with the clause 4.3.3 (c) of Consumer Service Manual (CSM). As per which, in case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of defective metering installation. Moreover, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by LESCO in the instant matter by levying the detection bill exceeding allowed period of two months.

iii. There are no allegations against the Complainant for being involved in theft of electricity/tampering of meter. One phase of this meter was defective due to its internal mechanism/fault.

iv. Taking note of the above, the bill of (25341) units, charged to the Complainant during February, 2024 is unjustified and excessive. Hence, the bill is required to be revised on 33.3% slowness for a period of two billing cycles prior to date of checking and enhance multiplying factor till removal of the discrepancy / replacement of the meter, in line with the relevant clauses of CSM.

5. Foregoing in view, LESCO is directed to withdraw the detection bill of 25341 units charged to the Complainant during February 2024. Instead, 33.3% slowness shall be charged for two months prior to date of checking and multiplying factor shall be enhanced till removal of the discrepancy / replacement of meter. The revised bill be shared with the Complainant within thirty (30) days. 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, November 13, 2025