



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.05/5023-2025  
November 14, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIK JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#45 11731 0372602 R, 45 11731 03732403 U).  
Complaint No. LESCO-LHR-35556-03-24

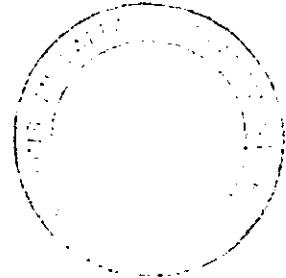
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 14, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

  
(Muhammad Abid)  
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Incharge Central Complaint Cell LESCO,  
LESCO, 22-A, Queens Road, Lahore.
3. Assistant Director (NEPRA)  
54-B, Link Arcade, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.
4. Mr. Tariq Javeed S/o Mian Faqir Muhammad  
R/o 3-D, Sui Gas Society Phase I, DHA,  
DHA Lahore, Lahore.  
Cell: 0300-8458033.





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

**Complaint No. LESCO-LHR-35556-03-24**

**Mr. Tarik Javed S/O Mian Fageer Muhammad,  
R/O 3-D, Sui Gas Society Phase I, DHA, Lahore Cantt, Lahore  
Cell#0300-18458033**

**..... Complainant**

**Versus**

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

**..... Respondent**

**Date of Hearing:**    March 21, 2024  
                              June 06, 2024  
                              August 22, 2024  
                              September 09, 2025

**On behalf of:**

**Complainant:**        Mr. Tarik Javed

**Respondent:**         Mr. Adeem Ur Rehman, SDO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIK JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#45 11731 0372602 R, 45 11731 03732403 U).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Tarik Javed (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 fact of the case are that NEPRA received a complaint wherein it was submitted that the Complainant was charged with excessive units against two accounts (i.e., 5 11731 0372602 R & 45 11731 03732403 U) during the month of January 2024. The Complainant approached LESCO but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of his bills and redressal of his grievance. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit the same.

3. In order to probe further into the matter, a hearing was held at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, LESCO reported that the bill of the Complainant has been corrected by affording credit amounting to Rs. 1540897/- Later on, the Complainant again approached NEPRA stating that his issue was not resolved by LESCO. In order to finalize the matter, another hearing was held on June 06, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e., LESCO and the Complainant), wherein the matter was discussed in detail. During the hearing, LESCO officials were directed to carry out site inspection to verify running condition of the tube-well whether it was operational or not. Later on, another hearing was held at NEPRA Provincial Office, Lahore in attendance of both the parties. Another hearing was held on September 09, 2025 at NEPRA Head Office, Islamabad wherein LESCO undertook to resolve the matter amicably. However, the issue has not still been resolved.

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



- i. The Complainant is an agricultural consumer of LESCO and has two connections installed in the name of Mr. Tariq Javed under reference number 45 11731 0372602 R and 45 11731 03732403 U. During the hearing, LESCO officials apprised that LESCO's operation team checked the site of the Complainant on April 27, 2023 and found the Complainant was using direct supply from LT line. Subsequently, the Complainant was charged detection bills; one for 37281 units against reference No. 45 11731 0372602 R for the period of six months w.e.f. August 2022 to January 2023 based on connected load i.e., 22.8 kW and 50% load factor and the other for 21255 units against reference no. 45 11731 03732403 for the period of six months w.e.f. September 2022 to February 2023 based on connected load i.e., 18.88 kW and 50% load factor during the month of August 2023 to recover the loss sustained by LESCO. On query regarding inconsistency in billing, the complainant explained that LESCO has been charging him with excessive billing since long.
- ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

**Reference No: 45 11731 03732403 U**

Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
January	49	76 - 4136 Credit	0 SS
February	78	8993	82 - 42228 Credit
March	57	7009	262
April	2188	8306	-
May	224	4087	-
June	202	81 - 3855 Credit	-
July	403	6707	-
August	4158	35504 - 7517 Credit	-
September	156	19	-
October	1151	49	-
November	3554	81	-
December	6182	2090	-

**Reference No: 45 11731 0372602 R**

Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
January	-	77 - 4276 Credit	0
February	-	10166	62 - 45144 Credit
March	-	7016	33
April	0	8170	19
May	92	4014	160
June	212	44 - 3920 Credit	119
July	610	6999 + 37281	-
August	1742	37426	-

		30595 Credit	
September	26	50	-
October	1057	16	-
November	3145	32	-
December	6627	3020	-

A detailed analysis of Complainant's billing history and a thorough review of meter reading snapshots revealed that the complainant had been charged excessive billing by LESCO for both of the aforementioned reference numbers since long. For reference No. 45 11731 03732403 U, LESCO charged an index of up to 54,722 kWh (Off-peak) and 2,503 kWh (Peak) for the month of December 2023, whereas the actual meter reading, as per the snapshot of December 2023, was 12,492 kWh (Off-peak) and 2,503 kWh (Peak) which shows that the Complainant was charged with 42230 (Off-peak) excessive units. For reference No. 45 11731 0372602 R LESCO charged an index of up to 50872 kWh (Off-peak) and 878 kWh (Peak) for the month of December 2023, whereas the actual meter reading, as per the snapshot of December 2023, was 5706 kWh (Off-peak) and 878 kWh (Peak) which shows that the Complainant was charged with 45166 (Off-peak) excessive units. However, LESCO corrected the Complainant's bills based on the actual meter reading snapshot by providing a credit of 42,228 units in February 2024 for reference No. 45 11731 03732403 U and 45144 units credit in February 2024 for reference No. 45 11731 0372602 R, which proves that LESCO had been overcharging the Complainant. As a result, a consistent/healthy billing history could not be established. Additionally, LESCO officials were directed to assess the Complainant's load and submit a load assessment report, but they failed to do so.

- iii. Moreover, LESCO officials failed to provide any concrete video and pictorial evidence establishing the alleged theft as required under clause 9.1.4 of the Consumer Service Manual (CSM). Hence, both the detection bills charged for the period of six months, are devoid of any merits and are required to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw both the detection bills charged to the Complainant in August 2023 for the period of six months against reference numbers 45 11731 0372602 & 45 11731 03732403. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

6. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو بجلی چوری (Direct Supply) کی مد میں چھ

ماہ کے لیے چارج کیے گئے دونوں ٹیفیکشن (ماہ اگست 2023 میں حوالہ نمبر 45 11731 0372602 پر چارج کیا گیا 37281 یونٹس

کٹیفیکشن بل اور حوالہ نمبر 45 11731 03732403 پر چارج کیا گیا 21255 یونٹس کا ٹیفیکشن بل) ختم کرے نظر ثانی شدہ بل تیس

(30) دنوں کے اندر شکایت کنندہ کو جاری کیا جائے۔ مذکورہ بالا کی روشنی میں شکایت کا ازالہ کیا جاتا ہے۔

(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 14, 2025