



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/ 5208 -2025
November 26, 2025

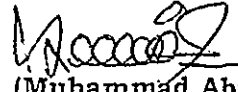
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: DECISION IN THE MATTER OF MR. FAISAL AHMAD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING & TEMPORARY DISCONNECTION (A/C# 24111619024200)

Complaint No. LESCO-LHR-38652-06-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 26, 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. 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. XEN (Ops) Kot Abdul Malik Division, LESCO
132 kV Green View Grid Station, Motorway Inter Change, Lahore
6. Mr. Faisal Ahmad,
Zahoor Industries Pvt. Ltd.,
House No. 660-K, Street 19, DHA, Phase-VI, Lahore.
0307-8888509/ 0300-8492509



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

Complaint No. LESCO-LHR-38652-06-24

Mr. Faisal Ahmad
Zahoor Industries Pvt. Ltd.,
House No. 660-K, Street 19, DHA, Phase-VI, Lahore.
0307-8888509 / 0300-8492509.

..... Complainant

VS

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

..... Respondent

Hearing(s): July 25, 2024
 September 10, 2024
 February 12, 2025
 June 17, 2025
 October 07, 2025

On behalf of
the Complainant: Mr. Faisal Ahmad

On Behalf of
Respondent: Mr. Naeem Qasim XEN (Operation), LESCO
 Mr. Tehzib-ul-Hasnain SDO (Operation), LESCO
 Mr. Nabeel Ahmad SDO (Operation), LESCO
 Hafiz Ali Abbas SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAISAL AHMAD,
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
& DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO
REGARDING EXCESSIVE BILLING & TEMPORARY DISCONNECTION (A/C#
24111619024200).**

DECISION

This decision shall dispose of the complaint filed by Mr. Faisal Ahmad, M/s Zahoor Industries (Pvt.) Limited (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 Complainant submitted that application of temporary disconnection of its industrial connection was approved by LESCO dated April 30, 2024. The Complainant further submitted that the unjustified bills based on exorbitant units & fixed charges, despite the disconnection of electricity supply, were still charged by LESCO, of which withdrawal was prayed by the Complainant. Accordingly, the matter was taken up with LESCO for submission of report. LESCO vide report dated July 07, 2024 submitted that the difference of 156188 units as per M&T report of the billing meter was charged to the Complainant while the accuracy of L.T. TOU billing and CT operated backup meters were found ok.

3. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the case was discussed in detail. The case has been analyzed in the light of arguments advance by the parties and applicable law. Following has been observed:

- (i) The Complainant is an industrial consumer of LESCO under reference No. 24-11161-9024200 having sanctioned load of 179 kW. The Complainant approached LESCO for temporary disconnection on April 25, 2024 which was allowed by LESCO dated April 29, 2024 and concerned S.E (Operations) vide letter dated April 30, 2024 directed XEN to apply the temporary disconnection for eleven months immediately. S.E (Operations) vide above mentioned letter also confirmed that the Complainant has paid final bill amounting to Rs. 32,88,026/- on April 22, 2024.
- (ii) However, LESCO issued a bill for the month of May, 2024 amounting to Rs. 7,733,034/- against the consumption of 156240 units. Upon non-payment, LESCO did not feed temporary disconnection, therefore, the Complainant was kept charging fixed charges. Status of the connection in the bill issued for the month of October, 2025 is permanently disconnected. LESCO charged 56240 units on the basis of difference of readings between billing and backup meters observed during checking by M&T, LESCO on April 29, 2024, however, there is no information about % age slowness of meter in the said M&T report.
- (iii) As such, the Complainant has agitated two Nos. of issues; 1st pertains to non-implementation of temporary disconnection and imposition of fixed charges thereto whereas the 2nd issue is regarding charging of difference of readings between billing and backup meters. As far as the temporary disconnection is concerned, LESCO approved the request of Complainant on April 30, 2024 after clearance of all dues/bills issued by LESCO, however, the same was not materialized due to subsequent charging of pending units on account of slowness of billing meter.
- (iv) Clause 8.3 of Consumer Service Manual (CSM) provides that the temporary disconnection of supply may be allowed on consumer request, for a maximum period of eleven (11) months. Moreover, clause 8.3.1 of Consumer Service Manual (CSM) provides that the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection. Based on such disconnection, clause 8.3.2 of the CSM allows exemption in the payment of minimum/fixed for actual period of disconnection. As such, the Complainant adopted due procedure for temporary disconnection and LESCO approved the same after clearance of all applicable dues in the form of final bill duly issued by LESCO for the month of April, 2024 amounting to Rs. 2,061,203/-. Hence, charging of fixed/minimum charges after affected temporary disconnection, is not justified.
- (v) For recovery of difference of readings between billing & backup meter, LESCO issued bill on June 05, 2024 (after already approved temporary disconnection by the competent authority on April 30, 2024) amounting to Rs. 7,733,034/- against 156240 units. The purpose of back-up meter is to monitor the billing meter to ensure accurate billing to the consumers. Therefore, if there was any difference of reading between billing and backup meter, the same should have been pointed out/fixed before the final clearance and approval of the temporary disconnection.
- (vi) As per the SOP, the M&T Department, LESCO carries out the site inspection of installed metering infrastructure every six (6) months. However, LESCO failed to point out claimed discrepancy expeditiously instigating the instant matter which further endorses the argument that the Complainant may have

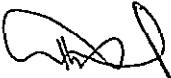
been charged difference of reading since installation of billing meter, which is never warranted. Clause 7.5.3 of the CSM read with clarification issued dated March 26, 2021 provides that if due to any reason, charges i.e. multiplying factor, tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by DISCO; difference of these charges can be raised within one year for maximum period of (6) months, retrospectively.


- (vii) Moreover, clause 6.1 of the CSM provides mechanism of meter reading and clause 6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Sanctioned load of the Consumer is 179 kW and according to the said provisions of CSM, SDO and XEN are responsible for meter reading of such consumers and percentage checking respectively, however, no less reading was previously pointed by LESCO officials. According to clause 6.1.4 of CSM, Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters/ taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. However, none discrepancy at any point of time was ever reported by LESCO, which attracts intervention of this forum for fair revision of the levied bills.
- (viii) Clause 8.8 of Consumer Service Manual (CSM) provides that if a connection is disconnected by LESCO and subsequently such action is declared as null and void by NEPRA or any other competent forum, no fee on account of reconnection/fixed charges etc. is chargeable to the consumer. Moreover, LESCO issued an illegal bill after approval of temporary disconnection, which was not paid by the Complainant and LESCO issue a permanent disconnection due to non-payment.


4. Foregoing in view LESCO is directed as under:

- i. Withdraw the 156240 units issued to the Complainant for the month of May, 2024. Charge bill for the period of six (06) months prior to date of checking i.e. April 29, 2024 on account of difference of units of both meters.
- ii. Temporary disconnection of the Complainant be applied w.e.f. April 30, 2024 (approved by LESCO) and fixed charges along with LPS charged to the Complainant be withdrawn for period of temporary disconnection i.e. eleven months maximum.
- iii. Revised bill (if required) be issued to the Complainant within thirty (30) days and after payment supply be restored without any RCO fees, fixed charges etc.

5. 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


(Naveed Hlali Shalkh)
Convener, Complaints Resolution Committee/
Director General (Consumer Affairs)

Islamabad, November 26, 2025

