

**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.05/17811-2025  
October 31, 2025

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

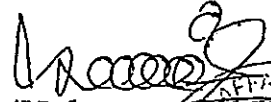
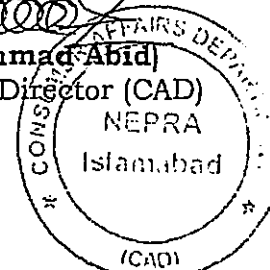
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SAJEELA ZAFAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF 13 11563 5713400).**  
Complaint No. LESCO-LHR-57922-07-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 31, 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. S.E 5<sup>th</sup> Circle LESCO,  
425-EE, DHA, Ghazi Road, Lahore.
6. XEN Defence East Division LESCO  
425-EE, DHA Ghazi Road, Lahore.
7. Mst. Sajeela Zafar,  
R/o 1/34-D, Phase 6, DHA Lahore.  
Cell: 0321-8453398 & 0300-8453398.

  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  


[ For follow-up please. ]



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

**Complaint No. LESCO-LHR-57922-07-25**

**Mst. Sajeela Zafar**  
1/34 D, Phase 6, DHA, Lahore.

.....Complainant

**Versus**

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

.....Respondent

**Date of Hearing:** September 18, 2025  
October 06, 2025

**On behalf of:**  
**Complainant:** Mr. Zafar Sandhu

**Respondents:** Mr. Mansoor Ahmed Khan SDO (Operation), LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SAJEELA ZAFAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING.

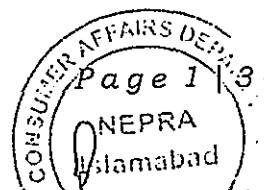
**DECISION**

This decision shall dispose the complaint filed by Mst. Sajeela Zafar (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 wherein the Complainant requested to direct LESCO to issue the regular bills against its residential connection installed against Reference No. i.e. (13-11563-5713400). The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties and the matter was discussed in detail. During the hearing, the Complainant apprised that LESCO has failed to issue current bills against its connection since the month of December, 2023. In response, LESCO conceded delay in issuance of bill due to wrong address, however, further diverted the scrutiny towards impending units yet to be levied against the same connection. Upon which the Complainant disputed the intent of charging of exorbitant number of units by LESCO at very belated stage. The introduction of dispute attracted further checking of relevant record and the both the issues were deliberated at length.

3. The case has been examined in light of record made so available by the Complainant, arguments advanced during the hearings and applicable law. Following has been observed:


**CRC Decision: Mst. Sajeela Zafar vs LESCO (LESCO-LHR-57922-07-25)**





- i. The Complainant's residential electricity connection having reference number (13-11563-5713400) located at 1/34 D, Phase 6, DHA, Lahore was installed by LESCO during December, 2023. The connection was not properly billed as per actual consumption and was, later, updated to net-metering connection during October, 2024 as claimed by the Complainant, however, LESCO is of the view that meter remained installed at the same premises past October, 2024 while exact meter replacement time frame is currently non-existent with LESCO. The issue raised by the Complainant was that wrongful threat for imposition of unjustified and accumulated units without any supporting evidence, is invalid and prayed for charging of only justified units.
- ii. Perusal of the documentary evidence reveals that the connection was initially sanctioned against wrong address i.e. 134 D in lieu of 1/34 D, on paper, which probably instigated delay in issuance of proper bills. Moreover, the connection was, later, upgraded to the net-metering connection while the address was not rectified by LESCO. It is also on record that the billing against net-metering connection has not yet been initiated by LESCO despite the passage of several months. Moreover, as per LESCO, 12358' units are actually chargeable against the replaced meter as also reflected by the index reading of the same.
- iii. Following the discreet inquiry, LESCO officials failed to provide any relevant or proper documentation i.e. MCO, meter reading snaps or any break up for the accumulated readings except event wise data download report of the replaced meter, however, for only 12 months since August, 2024. In the absence of any documentary proof and as per argument of the Complainant, it is now safe to assume that impugned meter was replaced during October, 2024 considering the fact that NOC for the purchase of net-metering connection was issued by LESCO dated October 01, 2024 which was only valid for 30 days from date of issuance.
- iv. The event wise data download report of the impugned meter, however, suggests that removed meter, surprisingly, remained operational into following months since October, 2024, and cumulated units until the month of July, 2025. The accumulation of units by the impugned meter despite the replacement during October, 2024 is suggestive of mala fide in the matter. The same does point toward the unauthorized usage of meter somewhere else and/or accuracy of meter which then cast doubt the authenticity of units as presently indexed on meter considering the contention of Complainant regarding the grey structure/ vacancy of premises until recent months, disputing exorbitant consumption.
- v. In any and all cases, according to clause 6.1.1 of CSM, meter reading of all the consumers of DISCO is carried out on a routine basis each month to record the consumption of energy consumed by each consumer during a given period (billing cycle/billing month) which was violated by LESCO. Clause 6.1.4 of the CSM provides that meter readers shall also check irregularities/ discrepancies in metering system at the time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per the practice which was also not rectified by LESCO ensuing the charging of zero consumption for extraordinary period and issue of cumulated, however, unaccounted for units.
- vi. Nonetheless, it is a matter of fact that despite bona fide usage during the period i.e. December, 2023 to October 2024, the Complainant's connection was wrongly charged zero units, which can now only be correlated with the monthly consumption, being reflected as per event wise data download report to meet ranks of justice. The report divulges that the meter only consumed 279 units for the period of two months i.e. September and October 2024 averaging out

only 140 units per month. As per which it is of considered approach to charge only 140 unit each for 11 months i.e. December 2023 to October, 2024; the period during which the meter remained installed at the premises.

4. Foregoing in view, LESCO is directed to charge 140 units per month for the period i.e. December 2023 to October, 2024 and update the record 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 (CAD)

  
(Muhammad Irfan ul Haq)  
Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

  
(Naweed Illahi Shaikh)  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad October 31, 2025

