

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.05/5680-2025
December 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 BRIGADIER SAJID MUZAFFAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN BILL (REF 13 11542 1243100).
Complaint No. LESCO-LHR-64398-11-25

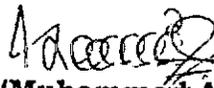
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Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 31, 2025 regarding the subject matter for necessary action and compliance.

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.
5. S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
6. XEN Cantt Division LESCO,
132 kV Wallington Mall Grid Station,
Ahmed Bux Road, R.A Bazar Lahore.
7. Mr. Brigadier Sajid Muzaffar
R/o 13/6, Asad Jan Road, Cantt Lahore.
Cell: 0300-4800330.


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

{ For follow-up please. }



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

Complaint No. LESCO-LHR-64398-11-25

Brigadier Sajid Muzaffar

13/6, Asad Jan Road, Cantt. Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queen's Road Lahore.

..... **Respondent**

Date of Hearing: November 20, 2025

On Behalf of

Complainant: Brigadier Sajid Muzaffar

Respondent: Mr. Muhammad Javaid SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY BRIGADIER SAJID MUZAFFAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING ARREARS IN BILL (REF # 13-11542-1243100).

Decision

This decision shall dispose of the complaint filed by Brigadier Sajid Muzaffar (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 NEPRA received a complaint from Brigadier Sajid Muzaffar wherein the Complainant submitted that LESCO has charged exorbitant bill amounting to Rs. 659,283/- during the month of September, 2025 against his residential connection and requested to direct LESCO for correction of bill. Accordingly, the matter was taken up with LESCO and a hearing was also held at NEPRA Office, Lahore whereby LESCO official submitted that the delay in issuance of actual bill was due to late feeding of MCO, however, further pointed out pendency of 11458 units since year 2022 which was levied against the same connection during the month of September, 2025. Upon which the Complainant disputed the malignant intent of charging of exorbitant number of units by LESCO at very belated stage.

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

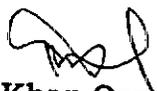
(i) The Complainant's residential electricity connection having reference number 13-11542-1243100 located at 13/6, Asad Jan Road, Lahore was reconnected by LESCO during the month of September, 2022 after clearance of outstanding dues. However, the MCO concurrent with the reconnection was not updated by LESCO for extra ordinary time period while the connection was not properly billed as per actual consumption till September, 2025. The issue raised by the Complainant was that imposition of unjustified and accumulated units without any supporting evidence, is invalid and prayed for withdrawal of fixed charged due to no load against the said meter. However, as per LESCO, 11458 units were actually chargeable against the installed meter as also reflected by the index reading at site.

(ii) The record reflects that the connection was reconnected during September, 2022 by LESCO while the new meter having No. 3-164497 physically installed against the

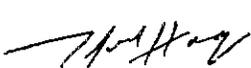
connection, in lieu of previously installed meter No. 98287; was not updated in the billing record for an extensive time period due to negligence of the concerned LESCO officials. Later, the same discrepancy was identified by LESCO and the accumulated consumption of 11458 units since the month of September, 2022, was charged during the month of September, 2025. LESCO officials also submitted the snaps of meter reading for impugned period in support of actual reading.

- (iii) According to Clause-6.1.1 of Consumer Service Manual (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 identified by LESCO ensuing the charging of zero consumption for extraordinary period and issuance of cumulated units subsequently.
- (iv) It can be noted with concern that LESCO lacked the standard practice to check the installed meters within regular intervals and thus, the discrepancy was not rectified by LESCO for an inordinate time period as suggested by the available record, ensuing the charging of exorbitant bill at belated stages which is not warranted. This also points towards the fact that LESCO has failed to devise & implement checking mechanism of meters which could further induce financial issues for either its consumers or the National Exchequer.
- (v) Clause 7.5.3 of Consumer Service Manual (CSM) read with clarification issued on March 26, 2021 provides that if due to any reason, the 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 (1) year for maximum period of (6) months, retrospectively. In contrast with above, the accumulated units over the period of almost three year were charged to the Complainant all at once. In view of the above, penalizing the Complainant on part of incompetency of LESCO officials is strictly not justified.

4. Foregoing in view, LESCO is directed to withdraw the bill of 11458 units, however, the Complainant be charged a segregated consumption for a period of six months prior to September, 2025 i.e. date of identification of the discrepancy (total consumption be equally divided over the months from September, 2022 to September, 2025). The revised bill be issued within thirty (30) days. The complaint is disposed of in the above terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Hahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, December 31, 2025

