



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/ ³¹⁵² -2026
August 27, 2026

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. TAMSEEL KAUSAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 15-11224-1503671)

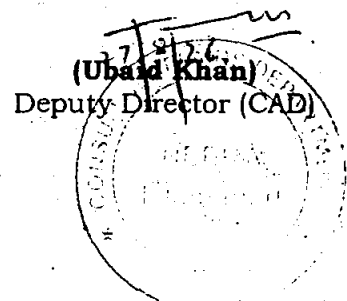
Complaint No. **LESCO-LHR-66214-12-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 27, 2026 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. Mst. Tamseel Kausar Ali
461-AA PTCHS Canal Gardens, Lahore.
Cell: 0300-4149789





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

Complaint No. LESCO-LHR-66214-12-25

Ms. Tamseel Kausar Ali

House No. 461, AA PTCHS Canal Gardens, Lahore.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: January 08, 2026
March 31, 2026
April 28, 2026
May 14, 2026

**On behalf of
Complainant:** Mr. Farrukh Bashir

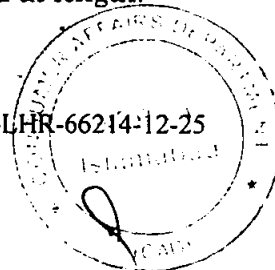
Respondent: Mr. M. Azeem Butt, XEN (Operation), LESCO
Mr. M. Ajmal Shahid, XEN (M&T), LESCO
Mr. M Ali Raza, XEN (Operation), LESCO
Mr. M. Irfan Ali, Addl. XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. TAMSEEL KAUSAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 15-11224-1503671)**

DECISION

This decision shall dispose of the complaint filed by Ms. Tamseel Kausar Ali (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. The Complainant, in her complaint, disputed the charging of an exorbitant bill, which was inconsistent with her actual consumption pattern, and requested its withdrawal. Accordingly, the case was taken up with LESCO for submission of a detailed report. In response, LESCO submitted that the Complainant's energy meter was replaced with a bi-directional green meter during August, 2025. The replaced meter was subsequently sent to the M&T Lab for further inspection. The M&T Lab reported the meter as accurate, with total reading of 36557 units, whereas the total reading charged to the Complainant was 26457 units. Consequently, the difference of 10360 units was charged to the Complainant in the billing month of September 2025 as regular bill. In order to analyze the matter, hearings were held at NEPRA Provincial Office, Lahore, which were attended by representatives of both parties, wherein the matter was discussed at length.



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:

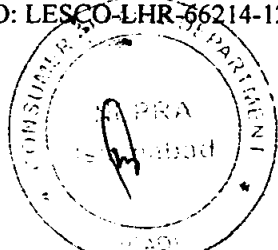
- i. The Complainant's residential connection installed against Reference No. 15-11224-150367 was charged regular bill of 10360 units during the month of September, 2025 on account of the meter reading displayed on replaced meter. The energy meter was replaced with bi-directional meter by LESCO during the month of August, 2025. The Complainant was of the view that the detection bill was issued by LESCO with the mala fide intent which is inconsistent with her actual consumption pattern.
- ii. Perusal of the documentary evidence reveals that LESCO replaced the Complainant's energy meter with a bi-directional green meter on August 05, 2025 and no units were charged during August, 2025. Later, during the month of September, 2025, the Complainant was charged with 10360 units on the basis of reading noted on the MCO i.e. 36557 units while 26457 units were already charged against the connection prior to the meter replacement. Moreover, M&T department also reported final reading as 36557 as found displayed on the meter, however, the date of above reporting was not provided by LESCO.
- iii. The electricity consumption data is as under:

Month/Year	2024 (Units)	2025 (Units)	2026 (Units)
January	149	122	-251
February	154	101	-334
March	97	79	-346
April	132	172	-355
May	945	229	-508
June	488	378	-401
July	725	303	
August	321	0 RP	
September	263	10360	
October	175	180	
November	128	0	
December	99	0	

Scrutiny of the billing history reveals a dip in the consumption pattern prior to the meter replacement especially during the period i.e. May, 2025 to August, 2025. Conversely, the above consumption dip does support the Complainant's stance that such an unusually high number of units could not have been consumed in the single month of September, 2025 despite the previous dip in consumption. LESCO officials were repeatedly directed to submit meter reading snaps prior to replacement of said meter; however, LESCO failed to comply with the said directions. As the Complainant could not reasonably have consumed such an excessive number of units within a single billing cycle as per consumption history, the matter becomes highly suspicious.

- iv. It is interesting to note that impugned meter was removed from the premises on August 05, 2025 and returned to material store on September 30, 2025. The above provides a substantial gap of almost 2 months whereby the meter

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remained unattended and could have been installed anywhere by LESCO. The removed meter remained under custody of sub-division and/or M&T during such delay.

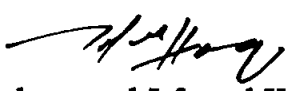
- v. In view of foregoing facts and circumstances, it can be established that the M&T report no longer retains evidentiary value, therefore, the exorbitant bill of 10360 units charged during single month of September, 2025 remains unsubstantiated and is not liable to be paid by the Complainant. Consequently, the same is liable to be withdrawn, and instead, average bills for period i.e. May, 2025 to September, 2025 be charged in accordance with applicable rules/policy in the interest of complete justice.

4. Foregoing in view, LESCO is directed to withdraw the bill of 10360 units charged during September, 2025 and instead, average bills be charged for the period i.e. May, 2025 to September, 2025. Revised bill be issued to the Complainant within (30) days.

5. The complaint is being disposed 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, August 27, 2026

