



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/ 1305 -2025
March 28, 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. ZEESHAN ALI
S/O LIAQUAT ALI UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING & ORDER OF
HONORABLE LAHORE HIGH COURT, LAHORE AGAINST WRIT PETITION
NO. 54898/2024 & 12859/2025 (A/C # 46 11161 0139909).
LESCO-LHR-43034-08-24

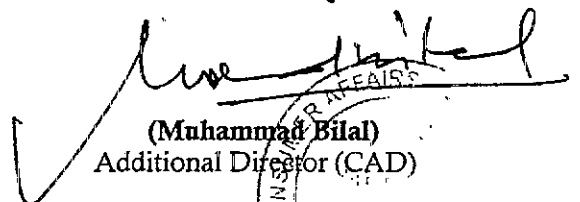
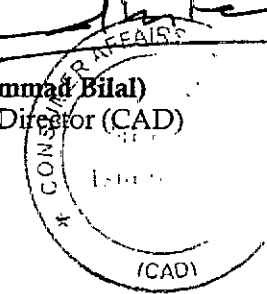
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated March 28, 2025, regarding the subject matter.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA),
LESCO, 22-A, Queens Road, Lahore.

Mr. Zeeshan Ali S/o Liaquat Ali,
H. No. 20-B, Street No. 17-A, Mohallah Kasuri,
Dhulanwal, Multan Road, Lahore.
0321-4635051


(Muhammad Bilal)
Additional Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-43034-08-24

Mr. Zeeshan Ali S/o Liaquat Ali,
H. No. 20-B, Street No. 17-A, Mohallah Kasuri,
Dhulanwal, Multan Road, Lahore.
0321-4635051

..... Complainant/ Petitioner

VS

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

..... Respondent

Hearing(s):

October 03, 2024
March 21, 2025

On Behalf of the Complainant:

Mr. Zeeshan Ali

On Behalf of the Respondent:

Mr. Salman Zafar (SDO)

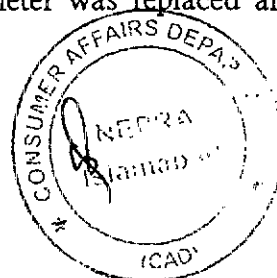
Subject: - DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZEESHAN ALI S/O LIAQUAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING & ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE AGAINST WRIT PETITION NO. 54898/2024 & 12859/2025 (A/C # 46 11161 0139909).

DECISION

In pursuance to the Orders of Honorable High Court, Lahore dated September 13, 2024 and March 05, 2025, in Writ Petitions Nos. 54898/2024 and 12859/2025 respectively, this decision shall dispose of the complaint filed by Mr. Zeeshan Ali S/o Liaquat Ali, House No. 20-B, Street No. 17-A, Mohallah Kasuri, Dhulanwal, Multan Road, Lahore (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. Honorable Lahore High Court, Lahore in Writ Petitions Nos. 54898/2024 and 12859/2025 directed NEPRA to look into the grievances of the petitioner and decide the same strictly in accordance with law through a speaking order after hearing the petitioner and all necessary parties.

3. The Complainant in his complaint/ petition submitted that the petitioner is a consumer of LESCO bearing reference No. 46111610139909. The Complainant was charged excessive bill in December 2023. The meter was replaced and a bill of Rs.





1365634/- was charged to the Complainant. Resultantly, the Complainant approached Honorable Lahore High Court. Honorable Lahore High Court passed an order dated September 13, 2024 in Writ Petition No. 54858/2024 and directed NEPRA to decide the matter through a well-reasoned and speaking order strictly in accordance with law, after hearing the petitioner and all other concerned. The matter was taken up with LESCO and a hearing was conducted on October 03, 2024 which was attended by the Complainant only whereas LESCO submitted report that the matter has been resolved by giving a refund to the Complainant in billing cycle of September 2024. The revised bill amounting to Rs. 322,300/- is issued to the Complainant for payment. The report of LESCO was shared with the Complainant vide this office letter dated October 03, 2025. The Complainant has again approached Honorable Lahore High Court and submitted that revised bill of Rs. 322,300/- was paid, but LESCO reopened/ debited an amount of Rs. 1902605/- in the bill of February 2025 which was refunded by LESCO.

4. The matter was again referred to NEPRA vide order dated March 05, 2025 in writ petition No. 12859/2025 directing to look into the grievance of the petitioner and decided the same strictly in accordance with law. The matter was taken up with LESCO and hearing was conducted on March 21, 2025 which was attended by the representatives of both the parties. During the hearing, the concerned officials of LESCO submitted that provisional bill has been issued to the consumer by deferring amount Rs. 1901076/- which was to be adjusted on account of 20875 excess units and Civil Court ex-decree Rs. 438279/- dated April 12, 2023 including LPS and FPA. In this regard, adjustment have been prepared which will be fed in next billing cycle i.e. April 2025. LESCO further submitted that connection of the consumer has also been restored.

5. Foregoing in view, the issue stands resolved as such further proceedings in the matter are being closed by this office. The Complainant may approach this office in case of non-adjustment of the bill by LESCO by next billing cycle.


(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, March 28, 2025

