



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.
Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/3378-2025
June 04, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MEHMOOD
AKHTAR S/O AKHTAR ALI SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DELAY IN INSTALLATION OF
CONNECTION & WRONG BILLING (REF# 05 11535 1417416 U)**
Case No. LESCO-LHR-46544-11-24

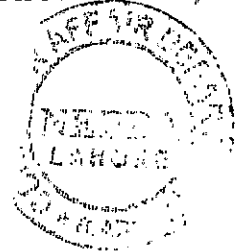
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 04, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO, 425-EE,
DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO, 132kv Grid Station,
New Kot Lakhpat, Near PEL Factory, Lahore.
5. Mr. Mehmood Akhtar S/O Akhtar Ali
R/O Anwar Town, Lahore
Cell#0326-9358608





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

Complaint No. LESCO-LHR-46544-11-24

Mr. Mehmood Akhtar

.....Complainant

R/o Anwar Town, District Lahore.

Versus

Lahore Electric Supply Company (LESCO)

.....Respondent

22-A, Queens Road, Lahore.

Date of Hearing: April 22, 2025

On behalf of:

Complainant: Mr. Mehmood Akhtar

Respondent: Mr. Salahudin SDO (Operation), LESCO
Mr. Sajid Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MEHMOOD AKHTAR SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING PROVISION OF NEW CONNECTION AND WRONG BILLING
Complaint No. LESCO-LHR-46544-11-24

DECISION

This decision shall dispose of complaint filed by Mr. Mehmood Akhtar (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. NEPRA received a complaint wherein it was submitted that the Complainant was charged electricity bill of (192) units during the month of October, 2024 irrespective of the fact that relevant demand notice as issued by LESCO against its stolen meter was already paid by the Complainant while the corresponding meter was not installed at the premises during the same month. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. In response, LESCO vide a letter dated November 28, 2024 presented an excuse for delay in installation of the required meter based on non-allocation of the same despite payment of demand notice by the Complainant dated August 29, 2024 following the theft of previously installed meter by unknown person(s) on July 21, 2024. The Complainant raised observation over LESCO's report by submitting a rejoinder.

3. In order to probe further into the matter, hearing was held on April 22, 2025 at NEPRA Provincial Office, Lahore, which was attended by representatives of both the parties wherein the matter was discussed at length. 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 having reference No. i.e. 05-11535-1417416 was charged (192) units during the month of October, 2024 while the Complainant disputed the charging of arbitrarily bill as no meter was installed

at the site during the impugned month. The Complainant further asserted that electricity bill for the month of October, 2024 was issued by LESCO with mala fide intent.


- ii. Perusal of the documentary evidence reveals that the Complainant's previously installed meter number i.e. (3-4524306) was stolen during July, 2024, resulting in disconnection of electricity supply at the premises. Despite the fact that none electricity consumption measurement tool was present at the premises due to inordinate delay on part of LESCO for allocation and installation of new meter, disputed bills against unaccounted for and completely random number of units were charged against the Complainant which tantamount to mala fide and is not warranted. However, it is on the record that the supply remained practically disconnected against the connection during the impugned period.
- iii. Moreover, LESCO official also failed to submit any evidence in support of the charging of frivolous bills. Hence, impugned bills charged to the Complainant after the filing of the FIR i.e. since August, 2024 are unjustified and required to be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to withdraw electricity bills issued to the Complainant since filing of the FIR i.e. August, 2024. LESCO is also directed to install the meter without any further delay. Compliance report shall be submitted to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو اس کا میٹر چوری ہو جانے (یعنی اگست 2024) کے بعد چارج کیے گئے تمام بلز ختم کیے جائیں کیونکہ میٹر چوری ہونے کے بعد اس نے بجلی استعمال نہیں کیا اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, June 04, 2025

