



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.05/3572-2025
June 05, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. OMER HANIF
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
EXCESSIVE BILLING (REF# 14 11214 1348400 U)**
Case No. LESCO-LHR-50423-02-25

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee (CRC), dated, June 05, 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. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Township Division, LESCO
132kv Grid Station Chandni Chowk Township, Lahore.
5. Dr. Omer Hanif
R/O Tenant, House No. 227, Sector A-1, Town Ship, Lahore
Cell#0331-6264608





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-50423-02-25

Dr. Omer Hanif

House No. 227, Sector A-1, Town Ship, Lahore.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: April 17, 2025
May 19, 2025

On behalf of:

Complainant: Dr. Omer Hanif

Respondent: Syed Hussnain Murtaza, SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. OMER HANIF**
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
EXCESSIVE BILLING (REF # 14-11214-1348400)
Case No. LESCO-LHR-50423-02-25

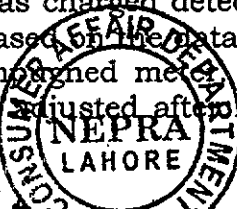
DECISION

This decision shall dispose of the complaint filed by Dr. Omer Hanif (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 submitted in his complaint that arrear amounting to Rs. 211,519/- was charged by LESCO during February, 2025 based on mala fide and further requested for its withdrawal. The matter was taken up with LESCO for submission of detailed report, however, LESCO failed to submit the required report within stipulated time period. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore wherein the matter was discussed in detail. During the hearings, LESCO official apprised that the Complainant's meter became defective and same was replaced during April, 2024. LESCO further submitted that 3776 units were debited against the Complainant's account as per the data downloading/retrieval of the defective meter.

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 number i.e. (14-11214-1348400) was charged detection bill of (3776) units during the month of January, 2025 based on the data downloading/retrieval report of the Complainant's replaced/impaired meter. The Complainant was of disputed view that units have been adjusted after lapse of extra ordinary time period with the mala fide intent.



ii. Perusal of the documentary evidence reveals that the Complainant was charged (3776) units during January, 2025 on account of actual consumption of replaced meter, retrieved through M&T report i.e. 33010, in comparison with final reading charged during the regular and average billing i.e. 29234 units. According to clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if data is not retrieved within (3) months of display wash. However, as per available record, the Complainant's meter replaced during April, 2024, however, the retrieved units were, later, charged during the month of January, 2025 accruing the considerable delay of approximately (09) months. This action constitutes clear violation of the above-mentioned clause of CSM which outlines prescribed time frame for such billing adjustments.


iii. Hence, it is a recorded fact that LESCO officials failed to affect adjustment within allowed time period, from which stand point consumer has legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of above, penalizing the Complainant on part of incompetency of LESCO officials is strictly not justified. As above, charging of the disputed retrieved units can be adjudged extremely delayed and is required to be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to withdraw the bill of 3776 units charged to the Complainant during January, 2025 and to submit compliance report to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیکو کہ ہدایت کی جاتی ہے کہ نیپرا قوانین کی روشنی میں شکایت کنندہ کو نقص شدہ میٹر کی ڈیٹا ڈائلوڈ رپورٹ کی روشنی میں ماہ جنوری 2025 میں چارج کیا گیا 3776 یونٹس کا بل ختم کیا جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, June 05, 2025

