



# 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/M198-2025  
July 07, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVED IQBAL S/O MUHAMMAD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 10 11216 0793700 U)**  
**Case No. LESCO-LHR-50523-02-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 07, 2025 regarding the subject matter for necessary action, please.

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

### Copy to:

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. 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 Gird Station Chandni Chowk Township, Lahore.
5. Mr. Javed Iqbal S/O Muhammad Ali  
R/O Akbar Shaheed Colony, Lahore.  
Cell# 0322-4333393





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

**Complaint No. LESCO-LHR-50523-02-25**

**Mr. Javed Iqbal**  
Akbar Shaheed Colony, Lahore.

..... **Complainant**

**VERSUS**

**Lahore Electric Supply Company (LESCO)**  
22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** April 17, 2025  
June 19, 2025

**On behalf of** Mr. Khurram Sattar  
**Complainant:**

**Respondent:** Mr. M. Hamid Raza, SDO, LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVED IQBAL**  
**S/O MUHAMMAD ALI UNDER SECTION 39 OF THE REGULATION OF**  
**GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC**  
**POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING**  
**(REF# 10-11216-0793700)**  
**Case No. LESCO-LHR-50523-02-25**

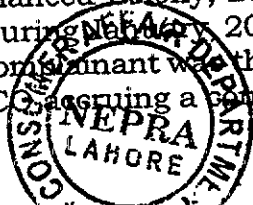
**DECISION**

This decision shall dispose of the complaint filed by Mr. Javed Iqbal (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "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 from Mr. Javed Iqbal wherein the Complainant submitted that a detection bill was charged by LESCO during the month of January, 2025 as outstanding arrears amounting to Rs. 489,831/- having lapse of several months against its replaced meter. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were, charged against the Complainant's account. Upon which, the Complainant raised its observations and challenged the delay in charging of belated adjustment.

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

1. The Complainant's residential connection installed against a reference number i.e. 10-11216-0793700 located at Akbar Shaheed Colony, District Lahore was charged detection bill of (6909) units by LESCO during NEPRA, 2025 on account of the meter defectiveness. The issue raised by the Complainant was that the mala fide exorbitant detection bill has been charged by LESCO, accruing a considerable delay.



Perusal of documentary evidence reveals that the Complainant was charged detection bill of (6909) units during the month of January, 2025 on account of actual consumption of defective meter replaced during February 2024. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was declared defective during January 2024. Subsequently, a detection bill based on the retrieved units was, later, charged during January, 2025 accruing considerable delay of approximately (12) months while standing in direct violation of CSM.

iii. Hence, charging of the detection bill on basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (12) months in instant matter which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 6909 units charged to the Complainant during January, 2025 and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in the matter are being closed by this office.

(Ubaid Khan)

Member, Complaints Resolution  
Committee/Assistant Director (CAD)

(Aisha Kalsoom)

Member, Complaints Resolution  
Committee /Assistant Director (CAD)

Lahore, July 07, 2025

