



**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.05/3745-2025
June 23, 2025

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD FAROOQ S/O MUHAMMAD ASLAM
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 12 11238 1213391 U)
Case No. LESCO-LHR-49457-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 23, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.


(Aisha Kalsoom)
Assistant Director (CAD)

Encl: As above

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 Allama Iqbal Town Division, LESCO
132 kv Grid station Saidpur Multan Road, Lahore.
5. Mr. Muhammad Farooq S/O Muhammad Aslam
R/O H Block, Marghazar, Multan Road, Lahore
Cell#0321-1458389





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-49457-01-25

Mr. Muhammad Farooq
H-Block, Muraghar Colony, Multan Road
Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: March 11, 2025
June 02, 2025

On behalf of
Complainant: Mr. Muhammad Farooq

Respondent: Mr. Mumtaz Attique, SDO (Operation), LESCO
Mr. Bilal Saleem, SDO (Operation), LESCO

SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD FAROOQ UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF # 12-11238-1213391)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Farooq (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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. Muhammad Farooq dated Nil received in this office on January 16, 2025 wherein the Complainant submitted that an exorbitant bill was charged by LESCO during month of December, 2024 as outstanding arrears despite regular payment of previous electricity bills. The matter was taken up with LESCO whereby LESCO vide letter dated January 29, 2025 submitted that the Complainant's meter became defective and was replaced during August, 2024 while the units retrieved through M&T, LESCO were, later, charges against the Complainant's account.

3. In order to finalize the matter, hearings were held at NEPRA Provincial Office, Lahore whereby the matter was discussed in detail in attendance of both the parties.

4. 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:



- i. The Complainant's residential connection installed against a reference number 12-11238-1213391 located at Muraghzar Colony, Multan Road, Lahore was charged detection bill of (5176) units by LESCO during December, 2024 on account of meter defectiveness. The issue raised by the Complainant was that mala fide exorbitant detection bill has been charged by LESCO with a considerable delay inconsiderate of payment of average and regular electricity bills without any default.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (5176) units during December, 2024 on account of the actual consumption of replaced meter i.e. 6011 units retrieved through the M&T report, in comparison with final reading charged in regular and average billing i.e. 930 units. According to 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 May, 2024, however, detection bill based of retrieved units was charged during December, 2024 accruing considerable delay of approximately (07) months while standing in direct violation of CSM.
- iii. Hence, charging of the detection bill on the 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 (07) months in instant matter which requires withdrawal of the detection bill.
- iv. Scrutiny of the consumption history indicates that the Complainant was charged zero units against several billing months since February, 2024 until April, 2024 which raises suspicion over such consumption pattern despite the presence of load, arguing the actual meter defectiveness prior to declared period. The matter becomes further aggravated considering the fact that no reporting was made by concerned meter reader etc. during disputed period for the several months while frivolous bills were charged by LESCO against unaccounted for units.
- v. However, it is a matter of fact that the Complainant's connection remained in the bona fide usage during period of Nil units of which consumption can only be correlated with the future consumption pattern since meter replacement, to meet the ranks of justice. It is evident that the Complainant maintained a healthy consumption pattern since September, 2024, as per which it is of considered approach to translate the average consumption recorded during the period i.e. September, 2024 to November, 2024 over the period i.e. February, 2024 to April, 2024.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 5176 units charged to the Complainant during December, 2024. LESCO is also directed to charge electricity bills against the period i.e. February, 2024 until April, 2024 as per average healthy consumption recorded during period i.e. September, 2024 to November, 2024. Compliance report to be submitted within (15) days.

(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

Lahore, June 23, 2025

