



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.05/3981-2025
June 27, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF NO. 10 11273 1216200 U)**

Case No. LESCO-LHR-48877-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 27, 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 Johar Town Division, LESCO
Chandni Chowk Near Cine Star Cinema, Township, Lahore.
5. Mr. Muhammad Saleem
R/O House No. 208-J-3, Johar Town, Lahore.
Cell# 0333-6139111





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

Complaint No. LESCO-LHR-48877-01-25

Mr. Muhammad Saleem

..... Complainant

House No. 208-J-3, Johar Town, Lahore.

Cell # 0333-6139111

Versus

Lahore Electric Supply Company (LESCO)

..... Respondent

22-A, Queens Road, Lahore.

Date of Hearing: February 18, 2025
May 13, 2025

Complainant: Mr. Muhammad Saleem

Respondent: Mr. Irfan Ali, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 10-11273-1216200)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Saleem (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. NEPRA received complaint from Mr. Muhammad Saleem wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of June, 2024 as the installed meter became defective i.e. overshoot. Accordingly, the matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties i.e. LESCO and the Complainant wherein the matter was discussed in detail. During the hearings, LESCO officials apprised that the Complainant has been charged as per actual meter reading and denied any excessive units.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant's residential connection having reference number i.e. 10-11273-1216200 was charged 5085 units during June, 2024. The Complainant was also levied average bills of cumulative 1317 units during the period i.e. July to September, 2024. The issue raised by the Complainant was that the same bills have been charged by LESCO by exclusion of the fact that the meter became defective during the month of June, 2024 while accumulating abnormal units and further pleaded to revise the average bills.
- ii. Perusal of record reveals that the Complainant's meter was replaced successively during the months of July, 2024 and September, 2024 while the former meter was checked by M&T, LESCO reflecting a discrepancy in metering installation as 'wash/dead'. The same report in terms of accuracy underlines that the meter, in

actual, was also not expressly assigned as accurate as the corroboration of any malfunction and its extent & exact time frame was hinged on comprehensive checking by M&T, LESCO which was not submitted, despite discreet directions. The latter meter, installed only during July, 2024, was also declared defective during August, 2024 and later replaced with another meter having number i.e. 14544 & cumulated index reading i.e. 41441 units, while the M&T report of same meter is also not on the record to ascertain any actual consumption.

iii. The billing history of the Complainant is analyzed as under:

Month/Year	2021	2022	2023	2024
January	139	52	102	88
February	138	97	56	339
March	188	107	24	0
April	90	169	62	63
May	16	128	165	565
June	10	436	143	5085
July	298	144	49	684 RP
August	603	60	301	733 DF
September	271	49	268	181 RP
October	301	35	120	55
November	42	25	90	37
December	69	21	36	32

iv. Scrutiny of the Complainant's billing history reveals that the Complainant maintained nominal consumption pattern during preceding months until June, 2024 at which point the consumption suddenly rose up to 5085 units which does point towards actual malfunction of the installed meter inducing an error on face of record as made by LESCO which is required to be rectified. Hence, the past consumption and billing records reflecting stable & low average, indicates that such exorbitant usage of 5085 units in a single month is improbable. Moreover, subsequent consumption also remains low, further corroborating that charged consumption usage was not typical or justified. Therefore, the bill is unjustified and should be revised based on average consumption.

v. The table also divulges that the Complainant was also charged higher average bills during the period i.e. July and August, 2024 also inconsistent with previous consumption which also moves and constitutes a revision of the same as per consumption of corresponding months of previous year i.e. 2023, due to non-submission of M&T report of the defective meter. Moreover, reading as charged during September, 2024 be revised as per actual consumption i.e. difference of index reading (41480 units) and previous/initial reading (41441 units).

4. Foregoing in view, LESCO is directed to revise the aforementioned bills from June, 2024 to August, 2024 in accordance with the consumption of corresponding months of previous year. Additionally, the bill of September, 2024 be revised as per the actual consumption. The corrected bill must be issued and shared with the consumer within thirty (30) days. Further proceedings in this 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, June 27, 2025

