



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/ ³²⁹⁶ 2025
August 8, 2025

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

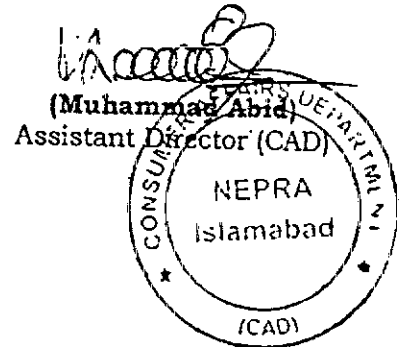
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUNAF JAVED
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING EXCESSIVE BILLING (Ref # 46 11132
1554400 U)
LESCO-180/12/2020

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 08, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
5. Mr. Munaf Javed,
Near Shokat Totay Wala,
Main Bazar Fazal Park, Bardari Road, Lahore.
0323-4147213





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

Complaint No. LESCO-180/12/2020

Mr. Munaf Javed,
Near Shokat Totay Wala, Main Bazar
Fazal Park, Bardari Road, Lahore.

..... Complainant

Versus

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

..... Respondent

Date of Hearing:
August 07, 2021
October 09, 2021
December 27, 2022
May 22, 2023
June 06, 2024
April 23, 2025
August 7, 2025

**On behalf of:
Complainant:**

Mr. Munaf Javed

Respondent:

- 1) Mr. Muhammad Amin Ullah Addl. Xen, LESCO
- 2) Mr. Tafseer Ahmad, SDO, LESCO
- 3) Malik Khizar, Revenue Officer, LESCO
- 4) Mr. Javed Ellahi, Complainant

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUNAF JAVED
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF # 46-11132-1554400).**

DECISION

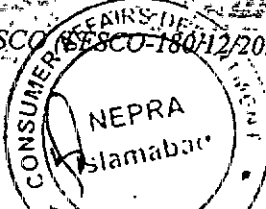
This decision shall dispose of the complaint filed by Mr. Munaf Javed (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint wherein it was submitted that an exorbitant electricity bill of 23373 units was charged against the Complainant's connection during the month of October, 2020. The matter was taken up with LESCO and hearings were held at in attendance of both the parties wherein the matter was deliberated at length and the record was scrutinized. The case has been examined in detail in light of written submission of both the parties, argument advanced during the hearings and applicable law. The following has been concluded.

- i. The Complainant's industrial connection installed against reference number i.e. (46-11132-1445500) was charged electricity bill to the tune of 23373 units during month of October, 2020, which was disputed by the Complainant. Upon approaching LESCO by the Complainant and

CRC Decision: Mr. Munaf Javed vs LESCO (LESCO-180/12/2020)

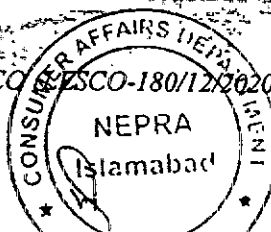
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following installation of a check meter during November, 2020, a detection bill of (6662) units was, later, charged during the month of February, 2021 by LESCO on account of meter slowness i.e. one phase dead. The record reflects that the Complainant was also charged another detection bill of (4184) units during the month of March, 2023 as per data retrieval report of the defective meter, replaced during November, 2020 by LESCO.

- ii. The Complainant was charged excessive bills in the month of October, 2020. LESCO officials remained unable to submit meter readings snaps pertaining to disputed period lacking substantiation of the units i.e. 23373 charged during the month of October, 2020. LESCO failed to establish that the bill was charged on actual basis. The Consumption in the corresponding month of the last year is 3435 units and in last eleven (11) months; the average consumption is 3178 units. This shows that the bills charged in the month of October 2020 was on higher side and is unjustified in the absence of actual meter reading snaps.
- iii. Perusal of the documentary evidence reveals that the Complainant was charged a detection bill of (6662) units based on slowness for the period for three months i.e. July to September, 2020 inconsistent with the clause 4.3.3 of Consumer Service Manual (CSM). As per which, in case of established slowness, charging of a bill for the quantum of energy lost if any, because of malfunctioning of the metering installation shall not be more than two previous billing cycles which has been plainly violated by LESCO in the instant matter.
- iv. During the processing of the case at NEPRA; another detection bill of 4184 unit was also charged to the Complainant on a data retrieval report. The Complainant requested for withdrawal of the same during the hearings. The record revealed that the Complainant was also charged detection bill of (4184) units during March, 2023 on account of data retrieval, in comparison with final reading charged in regular and average billing. According to the clause 4.3.2 (d) of CSM, consumer's account shall not be liable to any adjustment if data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was declared defective and was replaced during November, 2020, however, data was retrieved and charged during March, 2023 after accruing considerable delay of approximately (28) months while standing in direct violation of CSM.
- v. The billing history of the Complainant is as under:

Month	Years						
	2018 (Units)	2019 (Units)	2020 (Units)	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)
January	2654	2739	4309	5556	4507	1130	0
February	1972	0	3473	4674	64	2070	0
March	4157	5653	3526	0	0	105	0
April	63	7785	9028	0	1312	2369	0
May	3956	4104	281	679	73	696	0
June	1215	4951	620	0	113	0	0
July	3356	2393	5063	0	897	0	310
August	3041	2886	4271	0	679	0	0
September	2612	2988	4010	0	451	0	0
October	3009	3435	23373	105	296	0	0
November	2572	4465	7774	710	171	0	0
December	3341	4019	6271	156	180	0	



The above billing history shows that the Complainant has been charged excessive bill in the month of October 2020.

3. Foregoing in view, LESCO is directed to proceed as under:

- i. Withdraw (23373) units charged during the month of October, 2020. LESCO may charge bills for the month of October 2020 as per the average formula basis i.e. consumption recorded during October, 2019 or average of last 11 months which is higher.
- ii. Withdraw the detection bill of (4184) units charged on the basis of data retrieval report.
- iii. Revise the detection bill of (6662) units based on slowness only for period of two months prior to date of checking and enhance the Multiplying Factor till removal of the discrepancy.
- iv. Compliance report be submitted within thirty (30) days.

(Lashkar Khan Qambrani)

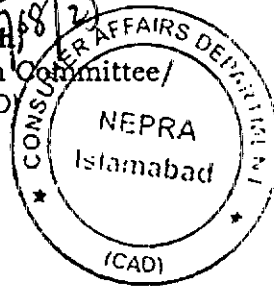
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Irfan Shah)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, August 28, 2025