



**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.05/561st -2025
August 26, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IFTIKHAR AHMED
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
OFFICIAL REGARDING EXCESSIVE BILLING (REF # 11-11347-1582600)
Case No. LESCO-LHR-48870-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 26, 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. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Banghbanpura Division, LESCO
Shalamar Complex, Shalamar Town, Lahore.
5. Mr. Iftikhar Ahmad,
R/O H-1, Mohallah PSD near Dry Port
Mughalpura, Lahore.





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

Complaint No. LESCO-LHR-48870-01-25

Mr. Iftikhar Ahmed
H-1, Mohallah PSD near Dry Port
Mughalpura, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 22, 2025
July 31, 2025

Complainant: Mr. Iftikhar Ahmed

Respondent: Mr. Muhammad Afzal SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IFTIKHAR AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING EXCESSIVE BILLING (REF # 11-11347-1582600)

DECISION

This decision shall dispose of the complaint filed by Mr. Iftikhar Ahmed (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. Iftikhar Ahmed wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of October, 2024 along with average bills despite the payment of regular bills without any default. 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 units retrieved through M&T, LESCO were, then charged against the Complainant's account.

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

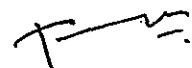
- i. The Complainant's residential connection installed against a reference number i.e. 11-11347-1582600 was charged a detection bill of (3791) units by LESCO during the month of October, 2024 on account of the meter defectiveness. The issue raised by the Complainant was that the mala fide exorbitant detection bill and average bills have been charged by LESCO incurring a considerable delay.



ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill of (3791) units during the month of October, 2024 on account of actual consumption of defective meter replaced during July, 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 May, 2024 was replaced during July, 2024 and subsequently, a detection bill based on the retrieved units was charged during October, 2024. accruing the considerable delay of approximately (05) 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 (05) months in instant matter which requires withdrawal of the detection bill. The record also reflects that the Complainant was charged average bills until December, 2024 despite the meter replacement during July, 2024 in lieu of actual meter reading at the site. The same points towards serious discrepancy on part of LESCO officials whereby the assessed bills were charged for extraordinary time period only due to negligence of LESCO and attracts revision of the frivolous bills.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 3791 units charged to the Complainant during October, 2024. LESCO is also directed to overhaul the Complainant's account as per actual meter reading at site. 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, August 26, 2025

