



**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.05/2122 -2025

April 10, 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 TALHA TAHIR BAIG UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 01 11214 0098000 U)**  
**Case No. LESCO-LHR-37935-05-24**

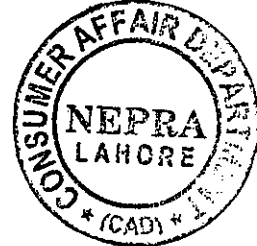
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 10, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

**Copy to:**

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, 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 Grid Station Chandni Chowk Township, Lahore.
5. Mr. Muhammad Talha Tahir Baig  
R/O House No. 478, Block 1, Sector All, Township.  
Cell#0301-6481525

  
(Aisha Kalsoom)  
Assistant Director (CAD)





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

**Complaint No. LESCO-LHR-37935-05-24**

**Mr. Muhammad Talha Tahir Baig**  
R/o House No. 478, Block 1, Sector A-II, Township  
District Lahore,  
Cell # 0301-6481525

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** June 04, 2024  
August 12, 2024  
January 07, 2025

**On behalf of:**  
**Complainant:** Mr. Talha Tahir Baig

**Respondent:** Mr. M. Azeem Butt, Additional XEN, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD TALHA TAHIR BAIG UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 01-11214-0098000 U)**

**DECISION**

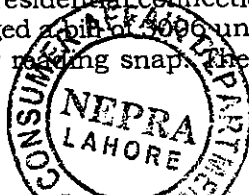
This decision shall dispose of the complaint filed by Mr. Talha Tahir Baig (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution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

2. NEPRA received a complaint wherein it was submitted that his electricity connection was levied exorbitant bill of 3000 units despite the minimal consumption at its premises. Upon approaching LESCO for resolution, its grievance remained unaddressed. Consequently, the matter was escalated to NEPRA, seeking correction of his bill. Accordingly, the case was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit report despite lapse of a considerable time period.

3. In order to finalize the matter, number of hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties wherein the matter was discussed in detail. During the hearings, LESCO official submitted the Complainant's meter became defective and same was replaced by LESCO during March, 2024 while the Complainant was, later, charged a bill of 3006 units by LESCO during May, 2024 as per actual meter reading at site. In response, the Complainant apprised that the outgoing service cable of its meter got ruptured while touching the LT pole, resulting in recording of 3006 units due to current leakage, and absolving its premises for such exorbitant consumption.

4. 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 installed against reference no. (01-11214-0098000) was charged a bill of 3000 units by LESCO during the month of May, 2024 as per actual meter reading snap. The Complainant was of the view that disputed



number of units as recorded by the installed meter, were due to current leakage and were in contrast with the load connected at the same premises.

ii. The analysis of photographic evidence as submitted by the Complainant and verified by LESCO divulges that the service cable was indeed damaged i.e. ruptured along its length and was in close proximity of an installed LT structure pole, instigating the issue of leakage of current leading to abnormal recording of units against the meter. Moreover, the accuracy of meter while lying in permissible limits also point towards the above mentioned phenomenon i.e. current leakage.

iii. The billing history of the Complainant is as follows:

Month/Year	2022	2023	2024
January	37	327	326
February	64	0	229
March	143	0	192
April	359	1	1
May	398	0	3006 (Disputed)
June	261	162	
July	279	187	
August	478	204	
September	357	220	
October	274	610	
November	245	245	
December	359	359	

Perusal of the Complainant's billing history indicates that the disputed bill charged during the month of May, 2024 was not conforming to connected load and in actual, was exorbitant in comparison with the consumption recorded during the preceding months. Hence, the consumption charged to the connection during May 2024 cannot be attributed to the Complainant's premises and requires amendment.

5. Foregoing in view, LESCO is directed to;

- Withdraw the disputed bill of 3006 units, charged to the Complainant in May, 2024.
- Charge average bills for the disputed period (i.e. April, 2024 to May, 2024).
- Submit compliance report to this office within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ؛  
(الف) شکایت کنندہ کو ماہ مئی 2024 میں چارج کیا گیا 3006 یونٹس کا متنازع بل ختم کرے۔  
(ب) متنازع عرصہ (اپریل 2024 سے مئی 2024) کے لیے شکایت کنندہ کو ایوریج بلنگ چارج کی جائے۔  
(ج) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر بندہ جمع کرائے۔

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Ubaid Khan)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

Lahore, April 10, 2025

