



**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.05/2357-2025
April 21, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. NUZHAT MAQSOOD
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING WRONG BILLING (REF#16 11523 0793600 U)**
Case No. LESCO-LHR-51503-03-25

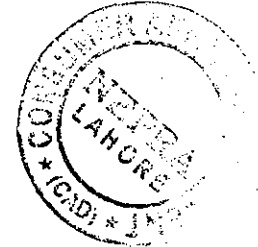
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated April 21, 2025 regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's 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 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Defence Division LESCO,
425-EE, DHA Ghazi Road, Lahore.
5. Ms. Nuzhat Maqsood
R/O 55 W LCCHS, Lahore.
Cell#0301-1780001





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-51503-03-25

Mst. Nuzhat Maqsood
R/o 55-W, LCCHS, Lahore.
Cell # 0301-1780001

Complainant

Versus

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

..... **Respondent**

Date of Hearing: March 20, 2025

On behalf of:

Complainant: Mst. Nuzhat Maqsood (Online)

Respondent: Mr. Junaid ul Haq, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. NUZHAT MAQSOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF # 16-11523-0793600 U)**

DECISION

This decision shall dispose of the complaint filed by Mst. Nuzhat Maqsood (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. The Complainant in its complaint disputed charging of unjustified bill during January, 2025 following installation of net-metering during August, 2024. The Complainant approached LESCO, however, the grievances of Complainant were not redressed and consequent to such, resolution of issue was sought from NEPRA. Accordingly, matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit report despite lapse of the considerable time period.

3. In order to probe further into the matter, a hearing was held on March 20, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed in the detail. During the hearing, LESCO officials submitted that the Complainant's meter became defective and was replaced during June, 2023 while detection bill of 4507 units was, later, charged against the Complainant's as per M&T report of the replaced meter. The Complainant raised observations over LESCO's report.

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

- i. The Complainant's residential connection installed against reference number i.e. 16-11523-0793600 was charged detection bill of (4507) units during January, 2025 based on the data retrieval report of replaced meter as the same became defective during May, 2023 and later, replaced during June, 2023. The Complainant was of the disputed view that the units have been adjusted after extra ordinary time period with the mala fide intent.
- ii. Perusal of documentary evidence reveals that the Complainant was charged (4507) units during January, 2025 on account of actual consumption of replaced meter retrieved through M&T report, in comparison with the final reading charged in the

regular and average billing. Moreover, the corresponding Meter Change Order (MCO) was not incorporated into official record until September, 2023 by LESCO reflecting clear discrepancy on the part of LESCO. 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 replaced during June, 2023, however, retrieved units were charged during January, 2025 accruing considerable delay of approximately (18) months. This action constitutes a clear violation of the above mentioned clause of CSM which outlines the prescribed time frame for such billing adjustments.

- iii. Hence, it is a recorded fact that LESCO officials failed to point out the discrepancy expeditiously and affected adjustment after the lapse of considerable time period, from which stand point consumer has legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of the above, penalizing the Complainant on part of incompetency of LESCO officials is strictly not justified. Hence, the charging of the disputed retrieved units can be adjudged extremely delayed and are required to be withdrawn by LESCO.

5. Foregoing in view, LESCO is directed to withdraw the disputed bill of 4507, charged to the Complainant during January, 2025 based on the data downloading/retrieval report of the replaced impugned meter along with adjustments of LPS and FPA, accordingly. A compliance report be submitted to this office within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ CSM کی شق (d) 4.3.2 کو مد نظر رکھتے ہوئے شکایت کنندہ کو ماہ جنوری 2025 میں معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کی بنیاد پر چارج کیا گیا 4507 یونٹس کا بل ختم کیا جائے اور اس مد میں چارج کیے گئے FPA/LPS (اگر کوئی ہے) کو بھی منہی کیا جائے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, April 21, 2025

