

**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.05/4056-2025
July 02, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAZIR UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
OFFICIAL REGARDING REPLACEMENT OF DEFECTIVE METER AND
DETECTION BILL (REF#05 11644 1033399 R)**
Case No. LESCO-LHR-49628-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 02, 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 Sheikhpura, LESCO
Lahore-Sargodha Road, Near Regal Cinema, Sheikhpura.
4. XEN Muridke, LESCO
Banglow Puli Stop, Bungla Road, Sheikhpura.
5. XEN M&T
M&T Sheikhpura Circle Atabad Grid Station
6. Mr. Nazir
R/O Chak Warachhi Narang Muridke
Cell# 0345-4514427





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

Complaint No. LESCO-LHR-49628-01-25

Mr. Nazir
Chak Warachi, Narang, Muridke
District Sheikhupura.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 17, 2025
February 25, 2025
June 02, 2025
June 27, 2025

Complainant: Mr. Muhammad Nazir (online)

Respondent: 1) Mr. Ahmad Mujtaba, XEN (M&T), LESCO
2) Hafiz Muhammad Jawad, Revenue Officer, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAZIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING REPLACEMENT OF DEFECTIVE METER AND DETECTION BILL (REF # 05-11644-1033399)
Case No. LESCO-LHR-49628-01-25

DECISION

This decision shall dispose of the complaint filed by Mr. Nazir (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. Nazir wherein the Complainant submitted that exorbitant detection bill was charged by LESCO on account of meter's defectiveness. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant was charged two Nos. of detection bills, of accumulative 4806 units during the month of January, 2025 on the pretext of meter defectiveness. Upon which, the Complainant raised its observations and challenged the aforementioned detection bills and requested for its withdrawal.

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

- i. The Complainant's residential connection installed against reference number i.e. 05-11644-1033399 located at Chak Warrachi, Narang, Muridke was charged 2 Nos. of detection bills of 3424 units and 1382 units during January, 2025 on account of the meter defectiveness i.e. display washed, having connected allegedly agricultural load.

The Complainant was of the view that both the exorbitant detection bills were issued by LESCO with mala fide intent.

- ii. Perusal of the documentary evidence reveals that the detection bill of 3424 units was charged to the Complainant for a period of three months i.e. September, 2024 to November, 2024 based on the connected load i.e. (3.73) kW. Another detection bill of 1382 units was also charged to the Complainant for period of (03) months i.e. September, 2024 to November, 2024 based on the same load. However, both the above detection bills are inconsistent with clause 9.2.3 (b) of the Consumer Service Manual (CSM) for charging detection bill as per which LESCO is allowed to charge detection bill in the order of priority i.e. previous consumption history etc. as envisaged in the same clause which has also not been followed by LESCO in the instant detection bills.
- iii. It is also evident that the Complainant's meter became defective i.e. 'display wash' during September, 2024, got replaced during February, 2025 and was levied the average bills for the period i.e. September, 2024 to January, 2025 in violation of the clause 4.3 of CSM whereby LESCO is required to replace the defective metering installation immediately or within two billing cycles in case of non-availability of material and can only charge average bills for the maximum period of two months. However, from the charging of average billing for the excessive months, it can be deduced that LESCO officials have conceived the allowance of two billing cycles wrongly and replaced the meter after lapse of (05) months. Moreover, due to sheer negligence of LESCO officials concerning non replacement of the defective meter, detection bills were levied on unsubstantiated claim of agricultural load connected with the impugned meter, however, without any pertinent evidence, complicating the instant matter.
- iv. Moreover, considering the documented fact that the connection was checked during successive months of December, 2024 & January, 2025 by LESCO while detection bills were charged for the same period, then, raises suspicion over the acts carried out by LESCO officials. As per above, detection bills charged for overlapping period, are void of any justification and constitute compound charging which is also not warranted. The analysis of consumption history also reflects that the Complainant maintained nominal electricity consumption prior to the detection period being commensurate with the average bills charged during the detection period, disputing the volume and rationale of detection bills as charged by LESCO.
- v. The recorded facts based on above narration provide that LESCO failed to point out discrepancy in impugned meter during the detection period and also replaced the defective meter after excessive delay. Hence, detection bills without any supporting assertions renders itself invalid after due consideration of the fact that the average bills were also charged for the period of five months which raises to the level of mala fide and is strictly not allowed.
- vi. According to clause 4.3.2 of CSM, if the defectiveness of the meter is due to display wash, then DISCO...shall retrieve data of impugned meter and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer and already charged bills issued on average basis shall be adjusted. The record reflects that the meter was found to be washed, however, its accuracy was explicitly was not declared within permissible limits based on terminal block burnt; which renders data retrieval of impugned meter futile and subsequent adjustment of retrieved units, unreasonable.
- vii. Hence, the detection bills charged to the Complainant based on disputed connected load in violation of relevant clause of CSM, and despite the charging of average bills for extra ordinary time period on part of negligence of LESCO officials, vacates its justification which requires withdrawal of the frivolous detection bills charged by LESCO.



4 Foregoing in view, LESCO is directed to waive the aforementioned detection bills of
3 4 and 1382 units charged to the Complainant during January, 2025 and revised bill be
shared with the Complainant within (15) days. The instant matter is disposed of as per the
above terms.


(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)


(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

Lahore, July 02, 2025

