



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.05/4057-2025
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. MUHAMMAD ADREES
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILL (REF# 12 11424 1008108 R)
Case No. LESCO-LHR-45211-10-24**

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 4th Circle LESCO,
Dist, Complex Okara Lahore.
4. XEN Renala Khurd Division, LESCO,
132 kv Grid Station Renala Khurd, Okara.
5. Mr. Muhammad Adrees
R/O Chak No. 7. 1 AL Akhtarabad, Okara.
Cell#0320-0560561





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

Complaint No. LESCO-LHR-45211-10-24

Mr. Muhammad Adrees
Chak No. 7 1/L, Akhtarabad, District Okara.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: October 22, 2024
 December 16, 2024
 May 14, 2025

On behalf of
Complainant: Mr. Muhammad Adrees (Online)

Respondent: 1) Mr. Ali Raza XEN (Operation), LESCO
 2) Mr. Wasif Hameed SDO (Operation), LESCO
 3) Mr. Muhammad Imran Revenue Officer, LESCO
 4) Saeed Hassan SDO (Operation), LESCO

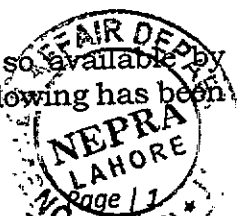
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ADREES UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 12-11424-1008108)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Adrees (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. Muhammad Adrees dated October 11, 2024 wherein the Complainant submitted that a detection bill was charged by LESCO during the month of August, 2024 along with average bills on the pretext of meter 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's meter became defective and was, later, replaced while the impugned detection bill of 334 units has already been withdrawn. Upon which, the Complainant raised its observations and also challenged the charging of average bills for excessive period.

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 a reference number 12-11424-1008108 located at Chak No. 71/1AL was charged cumulated average bills during the period i.e. July, 2024 to January, 2025, to tune of 1579 units on account of the meter defectiveness. The issue raised by the Complainant was that mala fide exorbitant average bills have been charged by LESCO.
- ii. It is evident that the Complainant's meter became 'display washed' during July, 2024, got replaced during February, 2025 and was levied the average bills for the period i.e. July, 2024 to January, 2025 in violation of the clause 4.3 of CSM whereby LESCO is required to replace defective metering 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 also conceived the allowance of two billing cycles wrongly and replaced the meter after lapse of (08) months.
- iii. Scrutiny of the assessed consumption charged during the defective period also reveals that the same was charged as excessive in comparison with the actual consumption of corresponding months of pervious year i.e. 2023. Hence, due to sheer negligence of LESCO officials concerning non replacement of defective meter, the Complainant was made deprived of charging of its actual consumption for an extra ordinary time period. Moreover, LESCO officials failed to submit data downloading report of the defective meter despite the lapse of considerable time period and multiple opportunities of the scheduled hearings.
- iv. The recorded facts based on above narration provide that LESCO failed to rectify the discrepancy within the allowed period of two billing cycles and replaced the defective meter after excessive delay. Hence, the average bills for the period i.e. September, 2024 to January, 2025, violating the threshold of allowed time frame as per relevant clauses of CSM while also being excessive in contrast with the prior consumption, are void of any considerable reason, lacks justification & are required to be revised.
- v. It is also an undisputed fact that the connection remained in bona fide usage of the Complainant in presence of the connected load. However, considering the negligence on part of LESCO officials and excessive average, it is of considered approach to charge minimum actual monthly consumption i.e. 29 units recorded during the month of January, 2024 against the over and above impugned period i.e. September, 2024 to January, 2025, each month.
4. Foregoing in view, LESCO is directed to revise the average bills for the period i.e. September, 2024 to January, 2025 @ 29 units per month and revised bill be shared with the Complainant within (15) days. Hence, the matter is disposed of in 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

