



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.05/3514-2025
June 05, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN ALI UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#13 11531 0554392 U)
Case No. LESCO-LHR-55118-06-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 05, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) 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. 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. DCM 5th Circle LESCO, 425-EE, DHA, Ghazi Road, Lahore.
5. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhopat, Near PEL Factory, Lahore.
6. Revenue Officer Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhopat, Near PEL Factory, Lahore.
7. Mr. Imran Ali
R/O Plot No. 286, Shadab Colony, Lahore.





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

Complaint No. LESCO-LHR-55118-06-25

Mr. Imran Ali
R/o Plot No. 286, Shadab Colony, Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: June 05, 2025

On behalf of:

Complainant: Mr. Imran Ali

Respondent: Mr. Sajid Hussain, RO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 13-11531-0554392) Case No. LESCO-LHR-55118-06-25**

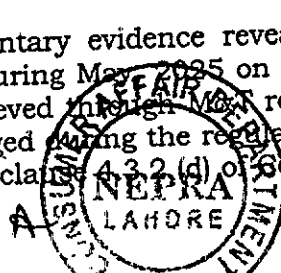
DECISION

This decision shall dispose of the complaint filed by Mr. Imran Ali (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 his complaint disputed the levying of mala fide detection bill of (1761) units based on data retrieval report of defective meter. Accordingly, the matter was taken up with LESCO and hearing was held on June 05, 2025 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties wherein the matter was discussed at length. During the hearing, LESCO official also apprised that the Complainant's meter became defective and same was replaced during June, 2024. LESCO further submitted that (1761) units were debited against the Complainant's account as per data retrieval of the defective meter.

3. 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 No. i.e. 13-11531-0554392 was charged a detection bill of (1761) units during May, 2025 based on the data downloading report of the Complainant's replaced/impugned meter. 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 the documentary evidence reveals that the Complainant was charged (1761) units during May 2025 on account of actual consumption of replaced meter, retrieved through MTR report i.e. 23932, in comparison with final reading charged during the regular and average billing i.e. 22171 units. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM),




consumer's account shall not be liable to any adjustment if data is not retrieved within (3) months of display wash. However, as per available record, the Complainant's meter replaced during June, 2024, however, the retrieved units were, later, charged during the month of May, 2025 accruing considerable delay of approximately (11) months. This action constitutes clear violation of above-mentioned clause of CSM which outlines prescribed time frame for such billing adjustments.

iii. Hence, it is a recorded fact that LESCO officials failed to affect adjustment within allowed 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 the part of incompetency of LESCO officials is strictly not justified. As above, charging of the disputed retrieved units can be adjudged extremely delayed and is required to be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to withdraw the bill of 1761 units charged to the Complainant during May, 2025, based on the data downloading/retrieval report of the impugned meter and to submit compliance report to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کہ ہدایت کی جاتی ہے کہ نیپرا قوانین کی روشنی میں شکایت کنندہ کو معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کی روشنی میں ماہ مئی 2025 میں چارج کیا گیا 1761 یونٹس کا بل ختم کیا جائے اور 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, June 25, 2025

