



# National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

## Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,  
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Phone: 042-99333931

## Consumer Affairs Department

POL.05/2558-2025  
May 27, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HASEEB AHMED  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILL AND REPLACEMENT OF DEFECTIVE METER  
(REF#06 11314 0469700 U)**  
**Case No. LESCO-LHR-50106-02-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 27, 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. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,  
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Shalamar Division, LESCO  
Shalamar Complex Shalamar Town, Lahore.
5. Mr. Haseeb Ahmed  
R/O Hoose No. 8, Street No. 9,  
Muhallah Amrat Sari, Lahore.





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

**Complaint No. LESCO-LHR-50106-02-25**

**Mr. Haseeb Ali**  
R/o House No. 8, Street No. 9  
Mohallaha Amrat Sari, District Lahore.

**Complainant**

**Versus**

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

**Respondent**

**Date of Hearing:** February 11, 2025  
April 08, 2025

**On behalf of:**  
**Complainant:** Mr. Haseeb Ali

**Respondent:** Mr. Muhammad Arshad, SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HASEEB AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL AND REPLACEMENT OF DEFECTIVE METER (REF # 06-11314-0469700)

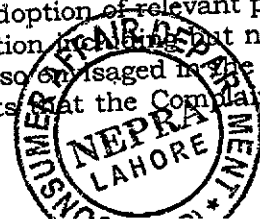
**DECISION**

This decision shall dispose of the complaint filed by Mr. Haseeb 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 imposition of an exorbitant detection bill during the month of January, 2025 despite payment of average bills charged during the defective period of installed meter and further requested to replace the defective meter. Upon approaching LESCO, the grievances remained unaddressed and consequent to above, matter was escalated to NEPRA, seeking review of detection bill. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit the required report within stipulated timer period. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by both parties. During the hearing, LESCO official submitted that the detection bill of 1166 units was charged to the Complainant on account of the meter defectiveness i.e. dead stoppage which was challenged by the Complainant.

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 having residential electricity connection bearing reference number i.e. (06-11314-0469700) was issued a detection bill of (1166) units during January, 2025 based on dead stoppage of defective meter. The Complainant contended the detection bill as the same was levied by LESCO inconsiderate of the already charged average bills during the defective period.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for period of four months i.e. July to October, 2024 based on the connected load i.e. (2) kW. The analysis of detection bill notes the lack of adoption of relevant procedure by LESCO officials for establishment of the illegal abstraction readings not limited to securing of meter, installation of check meter etc. as also envisaged in the clause 9.2.2 of Consumer Service Manual (CSM). The record reflects that the Complainant's meter



declared defective by LESCO during month of November, 2024 and was, later, replaced during February, 2025 after accrual of considerable delay. As above, the Complainant was also charged average bills for period of (3) months in violation of chapter (4) of the CSM, instigating sheer & plain violation of prudent practices while further complicating the matter at hand.

- iii. Scrutiny of the consumption history indicates that the Complainant was charged zero units against several billing months since December, 2023 until October, 2024 which raises suspicion over the charged bills despite the presence of load, arguing the actual meter defectiveness prior to declared period. The matter becomes further aggravated considering the fact that no reporting was made by the concerned meter reader etc. during disputed period for the several months while frivolous bills were charged by LESCO against unaccounted for units. Since, the meter was confirmed dead by M&T, LESCO and the data retrieval remained futile, the charging of detection bill based solely on connected load can be adjudged unjustified.
- iv. It is a matter of fact that the Complainant's connection remained in the bona fide usage during detection period of which consumption can only be correlated with the previous consumption pattern to meet the ranks of justice. It is evident that the Complainant maintained a healthy consumption during the preceding year i.e. 2023, as per which it is of considered approach to translate consumption recorded during the corresponding months of following year i.e. July, 2023 to October, 2023 over disputed period as per which consumption to be determined over undisputed previous consumption shall be used as revised consumption against period i.e. July, 2024 to October, 2024.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 1166 units charged to the Complainant in January, 2025. LESCO is further directed to charge electricity bills against the period i.e. July, 2024 to October, 2024 as per the average healthy consumption recorded during period i.e. July, 2023 to October, 2023. LESCO is also directed to take the departmental action against the concerned SDO, Meter Reading Section Supervisor & Meter Reader under LESCO rules. Compliance report to be submitted within (10) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ نیا قوانین کی روشنی میں شکایت کنندہ کو ماہ جنوری 2025 میں چار ماہ کے لیے چارج کیا گیا 1166 یونٹس کا ڈیٹیکشن بل ختم کیا جائے اور متنازع عرصہ (جولائی 2024 تا اکتوبر 2024) کے لیے شکایت کنندہ کو ایوریج بلنگ چارج کی جائے۔ درج بالا احکامات پر عملدرآمد کی رپورٹ پندرہ (15) دنوں کے اندر دفتر ہڈہ میں جمع کروائی جائے۔

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Ubaid Khan)

Member Complaint Resolution  
Committee/Assistant Director (CAD)

Lahore, May<sup>07</sup>, 2025

