



**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.05/4182-2025
July 07, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASIF
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY
(REF#11 11236 0607055 U)**
Case No. LESCO-LHR-37941-05-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated July 07, 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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Allama Iqbal Town Division, LESCO
132 kv Grid station Saidpur Multan Road, Lahore.
5. Mr. Muhammad Asif S/O Bashir Ahmad
R/O New Shalamar Town, Akhari Vegan Stop, Near Mithu General Store,
Nunanrian Pull, Ghulshan Ravi, Lahore
Cell#0308-5633588





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

Complaint No. LESCO-LHR-37941-05-24

Mr. Muhammad Asif

..... Complainant

New Shalimar Town Near Mithu General Store
Nunanrian Pull, Gulshan-e- Ravi, Lahore.

Versus

Lahore Electric Supply Company (LESCO)

..... Respondent

22-A, Queens Road, Lahore.

Date of Hearing: March 11, 2025
June 19, 2025

On behalf of:

Complainant: Mr. Muhammad Asif

Respondent: Mr. Bilal Saleem, SDO (Operation), LESCO
Mr. Awais Memon, SDO (Operation), LESCO
Mr. Muhammad Athar, TA, LESCO

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REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY
(REF # 11-11236-0607055)
Case No. LESCO-LHR-37941-05-24**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Asif (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. NEPRA received a complaint from the honorable Wafaqi Mohtasib in respect of Mr. Muhammad Asif wherein it was submitted that an exorbitant detection bill amounting to Rs. 200,845/- was charged by LESCO with mala fide intent despite payment of regular bills. The case was taken up with LESCO whereby LESCO in response, submitted that actual consumption against the Complainant's connection accumulated since February, 2019 was charged by LESCO.

3. In order to finalize the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by both parties i.e. LESCO officials and the Complainant who advance their arguments. Now, case has been examined in detail in light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant's residential connection installed against a reference number i.e. 11-11236-0607055 was charged an arrear amounting to Rs. 200,845/- during the month March, 2024 on account of accumulated consumption. The dispute raised by the Complainant was that the exorbitant bill has been charged by LESCO with the mala fide intent while being inconsiderate of connected load and absence of supporting evidence.

ii. Perusal of documentary evidence submitted by LESCO official reflects that latest reconnection against the connection was processed during the month of March, 2024 following the latest disconnection during January, 2022 by LESCO due to the nonpayment of outstanding amount. It is on record that the impugned units were actually levied during January, 2021 while the connection was allotted disconnection status, later, during month of January, 2022. The Connection, in the following months, become active and maintained same status and reading until the reconnection during March, 2024 while none payment was made until December, 2023. The same reflects mala fide of LESCO officials whereby the relevant connection was intermittently remained active, disconnected & charged on S-Read mode since January, 2021 without any pertinent cause & effect.

iii. The record also divulges that same meter having No. i.e. 1034229 disconnected during January, 2022 was later installed following the reconnection during year 2024, of which reading snap as submitted by the Complainant shows index at 1547 units. In contrast, scrutiny of the consumption history reflects reading charged by LESCO as 11544 units during the month of January, 2021. The above in conjunction with the fact that the connection maintained a nominal consumption having the highest i.e. 662 units during preceding months until October, 2020 which suddenly rose up to 10048 units during January, 2021, does point towards the error on face of record made by LESCO which is required to be rectified.

iv. Moreover, upon inquisition, LESCO official failed to provide any supporting meter readings snaps reflecting the actual consumption against the Complainant's connection during January, 2021. Hence, the impugned and frivolous bill of 10048 units devoid of any supporting evidence while having no relevancy with the prior consumption pattern, is required to be withdrawn.

4. Foregoing in the view, LESCO is directed to withdraw 10048 units charged to the Complainant during the month of January, 2021. Revised bill be issued to the Complainant within thirty (30) days. Hence, the instant complaint is disposed of in above terms.

(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, July 07, 2025

