



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.
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**Consumer Affairs
Department**

POL.05/4220 -2025
July 08, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AZMAT ALI**
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 09 11352
0807118 U)
Case No. LESCO-LHR-54864-05-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 08, 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. The 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 Baghbanpura Division, LESCO
Shalamar Complex, Shalamar Town, Lahore.
5. Mr. Azmat Ali,
R/O Mian Muhammad Hussain Park, New Bohgi Wal, Lahore.
Cell#0300-4973994





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

Complaint No. LESCO-LHR-54864-05-25

Mr. Azmat Ali
Mian Muhammad Hussain Park
New Bohgi Wal, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 17, 2025

Complainant: Mr. Azmat Ali

Respondent: Mr. Nauman Siddique, SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AZMAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF # 09-11352-0807118)

DECISION

This decision shall dispose of the complaint filed by Mr. Azmat Ali (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 complaint from Mr. Azmat Ali wherein the Complainant submitted that detection bill was charged by LESCO during the month of May, 2025 as outstanding arrears amounting to Rs. 36,613/- having lapse of several months against its replaced meter. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore during which LESCO official submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were, then charged against the Complainant's account. Upon which, the Complainant raised its observations and challenged the delay in charging of belated adjustment.

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 i.e. 09-11352-0807118 located at New Bhogiwal, Lahore was charged detection bill of (382) units by LESCO during May, 2025 on account of the meter defectiveness. The issue raised by the Complainant was that the mala fide exorbitant detection bill has been charged by LESCO accruing a considerable delay.



ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (382) units during May, 2025 on account of actual consumption of defective meter replaced during August, 2024. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per available record, the Complainant's meter was declared defective in June, 2024 and was replaced during August, 2024. Subsequently, a detection bill based on retrieved units was charged during May, 2025 after considerable delay of approximately (11) months while standing in direct violation of CSM.

iii. Hence, charging of the detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within three months of malfunction, however, actually levied by LESCO after delay of (11) months in the instant matter which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 382 units charged to the Complainant during May, 2025 and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in the matter are being closed by this office.

(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

Lahore, July 08, 2025

