

**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.05/4274-2025
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. SHAHBAZ UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILL (REF# 46 11166 0030301 U)**
Case No. LESCO-LHR-45637-10-24

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 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Kot Abdul Malik Division, LESCO
132 Green View Gird Station Motorway Inter Change, Lahore.
5. Mr. Shahbaz S/O Muhammad Hussain
R/O Sher Afzal Town, Jia Mosa, Shahdara, Lahore
Cell# 0331-4758367



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

Complaint No. LESCO-LHR-45637-10-24

Mr. Shahbaz S/O Muhammad Hussain
Sher Afzal Town, Jia Mosa, Shahdara, Lahore.

..... Complainant

Versus

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

..... Respondent

Date of Hearing: February 25, 2025
June 24, 2025

Complainant: Mr. Shahbaz

Respondent: {1. Mr. Qurban Ali, XEN, LESCO
{2. Mr. M. Nabeel, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHBAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 46-11166-0030301)
Case No. LESCO-LHR-45637-10-24

DECISION

This decision shall dispose of the complaint filed by Mr. Shahbaz (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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 charging of detection bill amounting to Rs. 389,090/- following the replacement of his defective meter, despite the payment of regular and average bills as charged by LESCO. The matter was taken up with LESCO for para-wise comments. In response LESCO submitted that the detection bill of (6547) units was charged on account of the slowness of the impugned meter which was contested by the Complainant.

3. In order to finalize the matter, hearings were held at NEPRA Provincial Office, Lahore during which the matter remained inconclusive due to the conflicting arguments. Now, the case has been examined at length in light of record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- i. The Complainant's industrial connection installed against a reference number i.e. 46-11166-0030301 located at Street No. 01, Ashraf Warriach Wali, Raja Colony, Lahore was charged detection bill of (6547) units by LESCO during September, 2024 on account of the meter defectiveness. The issue raised by the Complainant was that the exorbitant detection bill has been charged by LESCO with mala fide intent.



ii. Perusal of the documentary evidence reveals that the detection bill was charged against the meter slowness i.e. two phase dead for a period of (6) months i.e. March to August, 2024, based on the connected load i.e. 4.95 kW being inconsistent with clause 4.3.3 (c) of Consumer Service Manual (CSM) which envisages that in case, slowness is established, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by LESCO in instant matter by extending detection period multifold in contrast with the allowed timeframe.

iii. Taking note of the above, detection bill of (6547) units, charged to the Complainant during September 2024, appears to be unjustified & excessive as it was calculated for an extended period of six months based on connected load instead of charging slowness for two months prior to the meter's replacement in accordance with the CSM. Hence, the detection bill is on the higher side and is required to be revised based on 66% slowness to cover a period of only two billing cycles.

4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of (6547) units, charged to the Complainant during September, 2024, and charge only 66% slowness against the actual consumption recorded during the period of two months i.e. July to August, 2024. The revised bill be shared with the Complainant within thirty (30) days and 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

