



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.05/4229
-2025
July 09, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM ABBAS S/O
ABDUR RASHEED UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
LESCO REGARDING DETECTION BILL (REF# 08 11216 1458200 U)
Case No. LESCO-LHR-45411-10-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 09, 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 Township Division, LESCO
132kv Grid Station Chandni Chowk Township, Lahore.
5. Mr. Ghulam Abbas S/O Abdur Rasheed
R/O Firdous Park, Gazi Road, Lahore Cantt, Lahore
Cell# 0324-4928495



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-45411-10-24

Mr. Ghulam Abbas S/O Abdur Rasheed
Firdous Park, Ghazi Road, Lahore Cantt.
District Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: January 07, 2025
March 04, 2025
June 19, 2025

Complainant: Mr. Ghulam Abbas

Respondent: Mr. Azeem, Addl. XEN, LESCO
Mr. Nadeem Akhtar, SDO (Operation), LESCO
Mr. Hamid Raza, SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM ABBAS S/O ABDUR RASHEED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 08-11216-1458200)

DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Abbas (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (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 a complaint from Mr. Ghulam Abbas wherein the Complainant submitted that an amount of Rs. 227,766/- against the bill adjustment was charged by LESCO during the month of October, 2024 without any notice. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore during which LESCO officials 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 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 commercial connection installed against a reference number i.e. 08-11216-1458200 located at Pindi Station, Peco Road, District Lahore was charged a detection bill of (4630) units by LESCO during October, 2024 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 the documentary evidence reveals that the Complainant was charged the detection bill of (4630) units during the month of October, 2024 on account of the actual consumption of the defective meter replaced during August, 2022. According to 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 the available record, the Complainant's meter was declared defective during June, 2022 and was replaced during August, 2022. Subsequently, detection bill based on the retrieved units was, later, charged during October, 2024 accruing considerable delay of approximately (26) months while standing in direct violation of CSM.
- iii. Hence, charging of the detection bill on 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 (3) months of malfunction, however, actually levied by LESCO after delay of (26) months in instant matter which requires withdrawal of the detection bill.
- iv. Nonetheless, it is a matter of fact that despite bona fide usage during the period i.e. December, 2021 to May, 2022 with exception of January, February & March, 2022, being the disconnected period; the Complainant was charged zero units, which can now be correlated with the prior consumption pattern to meet the ranks of justice. It is evident that the Complainant maintained a consistent & healthy consumption prior to disputed period suggesting no dip or extraordinary level of consumption in the preceding months. As per which it is of considered approach to translate the consumption recorded during the corresponding months of previous year i.e. 2020-21 over the period having only zero consumption.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 4630 units charged to the Complainant during October, 2024. LESCO is further directed to charge electricity bills against the months i.e. December, 2021, April & May, 2022 as per consumption recorded against corresponding months i.e. December, 2020, April & May, 2021. The revised bill be issued to 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 09, 2025

