



# 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.05/2983-2025  
May 22, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD USMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 46 11121 0007106 U)**  
**Case No. LESCO-LHR-31322-11-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 22, 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. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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 Ferozewala Division, LESCO  
132 kv Rustam Gird Sheikhpura Road Gulshan-e-Ravi, Lahore.
5. Mr. Muhammad Usman S/o Nazar Hussain  
R/O New Abadi, Muhallah People Colony,  
Scheme No. 4, Ferozwala, District Sheikhpura  
Cell#0324-8958040





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

**Complaint No. LESCO-LHR-31322-11-23**

**Mr. Muhammad Usman**

**Complainant**

R/o New Abadi, Muhallah People Colony,  
Scheme No. 4, Ferozwala, District Sheikhupura  
Cell # 0324-8958040

**Versus**

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

**Respondent**

**Date of Hearing:** January 04, 2024  
February 29, 2024  
July 18, 2024  
October 29, 2024  
March 18, 2025  
April 22, 2025

**On behalf of:**

**Complainant:** Mr. Muhammad Usman

**Respondent:** Mr. Sirajuddin, XEN, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD USMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN BILL (REF # 46-11121-0007106) DECISION**

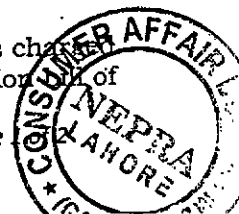
This decision shall dispose of the complaint filed by Mr. Muhammad Usman (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 month of October, 2023 amounting to Rs. 491,918/-. Upon approaching LESCO, the grievances remained unaddressed and consequent to the 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. In response, LESCO submitted that the detection bill of (9834) units was charged to the Complainant on account of the meter defectiveness i.e. one phase dead stop which was challenged by the Complainant.

3. In order to probe further into matter, various hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties wherein the matter was discussed at length. The case has been examined in detail in light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

i. The Complainant's industrial connection installed against a reference number i.e. 46-11121-0007106 was charged a detection bill of (9834) units on account of the defective meter i.e. (1) phase dead during October, 2023. Later, another detection bill of (605) units was charged against the Complainant's account during October, 2024 based on left over units arising out of the same discrepancy, raised by the local audit party. The Complainant contended the detection bills.

ii. Perusal of documentary evidence reveals that detection bill of (9834) units was charged for period of 6 months i.e. April, 2023 to September, 2023 while the 2<sup>nd</sup> detection bill of (605) units was charged for period of 6 months i.e. October, 2023 to March, 2024.



605 units was charged on basis of audit para, being inconsistent with relevant clause of Consumer Service Manual (CSM). Clause 4.3.3 (c) (i) and (ii) of CSM envisages that in case, slowness is established, DISCO shall enhance multiplying factor (MF) for charging actual consumption till replacement of the defective metering installation. Further, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than 2 previous billing cycles which is violated by LESCO in instant matter by extending detection period multifold in contrast with the allowed timeframe.

- iii. The record reflects that the Complainant's meter was checked by LESCO only during October, 2023 while (2) Nos. of detection bills were presumably charged for overlapping time period, raising to level of compound charging which is not warranted and carry no justification. Duly considering above narration along with the fact that the impugned meter was essentially defective i.e. one phase dead as per M&T report, merits charging of detection bill only for period of two billing cycles. It is evident that the connection was disconnected during November, 2024 which ensues charging of detection bill based on 33% slowness only for the months of September & October, 2024.

4. Foregoing in view, LESCO is directed to withdraw the detection bill of (9834) units charged to the Complainant in October, 2023 along with bill of 605 units charged in October, 2024 based on audit observation. Moreover, 33% slowness be charged to the Complainant for two months prior to the defective meter's disconnection i.e. September, 2023 to October, 2023. Compliance report be submitted to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو بدائت کی جاتی ہے کہ نیرا قوانین کی روشنی میں شکایت کنندہ کو ماہ اکتوبر 2023 میں چارج کیا گیا 9834 یونٹس کا ناجائز ڈیٹیکشن بل ختم کرنے کے ساتھ ساتھ ماہ اکتوبر 2024 میں چارج شدہ 605 یونٹس کا ڈیٹیکشن بل بھی ختم کیا جائے اور اس کی جگہ دو متنازع ماہ (ستمبر سے اکتوبر 2023) کے لیے 33 فیصد سست روی (slowness) 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 Complaints Resolution  
Committee/Assistant Director (CAD)

Lahore, May 22, 2025

