



# 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.05/376-2025  
June 24, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UMAR NAEEM  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING DETECTION BILL (REF# 16 11511 0503300 U)  
Case No. LESCO-LHR-48803-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 24, 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. 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 5th Circle LESCO,  
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Gulberg Division, LESCO,  
132 kv Grid Station, Garden Town,  
Kalma Chowk, Lahore.
5. Mr. Umar Naeem  
R/O 95-A, Faisal Town, Lahore  
Cell#0300-8489555





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

**Complaint No. LESCO-LHR-48803-01-25**

**Mr. Umar Naeem**  
95-A, Faisal Town, Lahore.

..... Complainant

**VERSUS**

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

..... Respondent

**Date of Hearing:** January 14, 2025  
June 19, 2025

**On behalf of  
Complainant:** Mr. Umar Naeem

**Respondent:** 1) Mr. Tafseer Ahmad, SDO (Operation), LESCO  
2) Mr. Bilal Saleem, SDO (Operation), LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UMAR NAEEM  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING DETECTION BILL (REF # 16-11511-0503300)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Umar Naeem (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 a complaint from Mr. Umar Naeem dated January 02, 2025 wherein the Complainant submitted that an exorbitant bill was charged by LESCO during month of December, 2024 as outstanding arrears having lapse of several months against its replaced meter. 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 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 16-11511-0503300 located at Faisal Town, Lahore was charged detection bill of (8556)



units by LESCO during December, 2024 on account of meter defectiveness. The issue raised by the Complainant was that mala fide exorbitant detection bill has been charged by LESCO with the considerable delay.

- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (8556) units during December, 2024 on account of the actual consumption of defective meter replaced during July, 2023. 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 the available record, the Complainant's meter was declared defective in October 2022. Subsequently, a detection bill based on the retrieved units was issued in December 2024, reflecting a considerable delay of approximately 27 months, which stands in direct violation of the 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 (3) months of malfunction, however, actually levied by LESCO after delay of (27) months in instant matter which requires withdrawal of the detection bill.
4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 8556 units charged to the Complainant during December, 2024. Compliance report to be submitted within (15) days.

(Ubaid Khan)

Member, Complaints Resolution  
Committee/Assistant Director (CAD)

Lahore, June 24, 2025

(Aisha Kalsoom)

Member, Complaints Resolution  
Committee /Assistant Director (CAD)

