



**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.05/3008-2025  
May 26, 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  
SULEMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE  
METER (REF#10 11344 1319300 U)**  
**Case No. LESCO-LHR-50168-02-25**

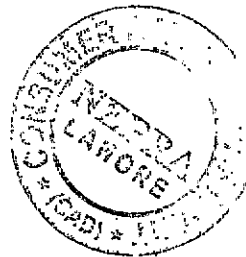
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 26, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

**Copy to:**

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. 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 Mughalpura Division; LESCO  
Quaid-e-Azam Interchange Near Ring Road,  
Harbancepura, Lahore.
5. Mr. Muhammad Suleman  
R/O House No. 45, Street No. 11, Punj Pir Lahore.  
Cell#0324-4914512





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

**Complaint No. LESCO-LHR-50168-02-25**

**Mr. Muhammad Suleman**

R/o House No. 45, Street No. 11, Punj Pir, Lahore.

Cell # 0324-4914512

.....Complainant

Versus

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

.....Respondent

**Date of Hearing:** February 27, 2025  
April 22, 2025

**On behalf of:**

**Complainant:** Mr. Saddam

**Respondent:** 1) Mr. Muhammad Usman Qadeer, SDO, LESCO  
2) Mr. Muhammad Afzal SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SULEMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER (REF # 10-11344-1319300)  
Case No. LESCO-LHR-50168-02-25

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Suleman (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 charging of an unjust bill amounting to Rs. 86,711/- by LESCO on pretext of installed meter defectiveness. Upon approaching LESCO, the grievances remained unaddressed and consequent to the above, matter was escalated to NEPRA, seeking review of the detection bill. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit the required report within stipulated timer period.

3. In order to probe further into matter, 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 the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's residential connection installed against reference number i.e. 10-11344-1319300 was charged detection bill (1321) units during January, 2025 on account of meter's defectiveness i.e. sticking stop. The Complainant was of the view that the excessive detection bill was charged by LESCO with the mala fide intent inconsiderate of already charged average bills during the defective period.
- ii. Perusal of documentary evidence reveals that the Complainant was charged the detection bill of (1321) units for a period of six months i.e. May to October, 2024 as per the actual consumption of corresponding months of previous year i.e. 2023 while the same is inconsistent with clause 9.2.3 (b) of Consumer Service Manual (CSM) for charging detection bill. As per which LESCO is restricted to charge the

detection bill for maximum period of (3) months as envisaged in the same clause which has not been followed by LESCO. The analysis of detection bills notes the lack of adoption of relevant procedure by LESCO officials for the establishment of illegal abstraction including but not limited to the securing of meter, installation of check meter etc. as also envisaged in the clause 9.2.2 of CSM.

- iii. However, the analysis of consumption divulges that the Complainant's meter does recorded low electricity consumption during the detection period when compared with corresponding months, thus corroborating meter sticking. The record further reflects that the Complainant's meter was declared defective by LESCO during the month of November, 2024 and was, later, replaced during February, 2025 after accrual of the considerable delay. As above, the Complainant was also charged average bills for period of three months in violation of chapter 4.3.1 (b) of the CSM which restricts average billing for maximum period of two billing cycles. Thus, the same instigated sheer and plain violation of the prudent practices while further complicating the matter at hand.
- iv. Hence, after careful perusal of available evidence and the consumption pattern, it can be concluded that the detection bill was charged for an extended period of six months in clear violation of clause 9.2.3 (c) of CSM which constitutes revision of detection bill to period of only (2) month i.e. September to October, 2024 as the Complainant was additionally charged third consecutive average bill surpassing the allowed time frame of two months.

4. Foregoing in view, LESCO is directed to revise the aforementioned detection bill of (1321) units, charged to the Complainant during the month of January, 2025 only for period of two months. A compliance report be submitted to this office within fifteen (15) days.

مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ جنوری 2024 میں نقص شدہ میٹر کی بنیاد پر چھ ماہ کے لیے چارج کیا گیا 1321 یونٹس کا بل درست کر کے صرف دو مہینوں کے لیے چارج کیا جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Ubaid Khan)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

Lahore, May 26, 2025

