



**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.05/3009-2025
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 YAQOOB
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 14 11531 1404365 U)
Case No. LESCO-LHR-36223-04-24**

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 5th Circle LESCO, 425-EE,
DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO, 132kv Grid Station,
New Kot Lakhpat, Near PEL Factory, Lahore.
5. XEN M&T 5th Circle, LESCO,
Paragon City, Barki Road, Lahore.
6. Mr. Muhammad Yaqoob S/O Muhammad Ayaz
R/O 33A Butt Plaza, Pak Arab Society, Ferozepur Road, Lahore
Cell#0300-2987085





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

Complaint No. LESCO-LHR-36223-04-24

Mr. Muhammad Yaqoob,
R/o 33A, Butt Plaza, Pak Arab Society
Ferozepur Road, Lahore.
Cell # 0300-2987085

Complainant

Versus

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

Respondent

Date of Hearing: August 15, 2024
February 11, 2025
April 22, 2025

On behalf of:
Complainant: Mr. Muhammad Yaqoob

Respondent: Mr. Mohsin Islam, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YAQOOB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 14-11531-1404365)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Yaqoob (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. 467,516/- by LESCO on the pretext of 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, matter was taken up with LESCO for submission of a detailed report. In response, LESCO submitted that the detection bill of 6236 units was charged to the Complainant on account of the meter defect i.e. display washed/dead stoppage during month of February, 2024. LESCO's report was forwarded to the Complainant, however, the Complainant challenged the report by submitting a rejoinder.

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 commercial connection installed against reference number i.e. 14-11531-1404365 was charged a detection bill of (6236) units during February, 2024 on account of meter defectiveness i.e. display washed/dead stoppage. The Complainant was of the view that detection bill was charged by LESCO with mala fide intent inconsiderate of the average bills levied during the disputed period.
- ii. Perusal of documentary evidence reveals that the Complainant was charged the detection bill of (6236) units based on difference of consumption between the final reading of the defective meter as retrieved by M&T, LESCO and the corresponding consumption recorded by a scanning meter. It is pertinent to mention here that the scanning meter is usually installed against a comprehensive premises i.e.

plaza etc. entailing several distinct commercial shops etc. As above, the installed scanning meter records combined electricity consumption for all connected meters within plaza and cannot be relied upon to accurately assess the consumption of a single consumer.

- iii. Taking cognizant of alike circumstances in the instant matter, any billing dispute arising out of recorded consumption & patterns is required to be investigated and appropriately charged by LESCO to concerned meter(s) found responsible for the variation. Thus, levying of difference of units between the Complainant's defective meter and scanning meter against the Complainant's account, arbitrarily, without any concrete evidence in unjust and duplicative billing.
- iv. Moreover, the analysis of consumption divulges that the Complainant maintained a healthy electricity consumption during the detection period when compared with corresponding months, thus, not corroborating dead stoppage. The record further reflects that the Complainant's meter became defective during month of October, 2023 and was, later replaced by LESCO during January, 2024 after accrual of considerable delay. As above, the Complainant was also charged average bills for period of four months in violation of chapter 4 of the Consumer Service Manual (CSM) instigating sheer ad plain violation of the prudent practices while further complicating the matter at hand.
- v. Hence, considering above narration along with the fact that detection bill charged in absence of detailed investigation, compounded with already charged average bills during the detection period and healthy consumption history, does vacate its validity and is required to be withdrawn. In light of this, the detection bill issued to the Complainant is unjustified and must be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 6236 units, charged to the Complainant during February, 2025. A compliance report be submitted to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ فروری 2024 میں معیوب میٹر کی بنیاد پر چارج کیا گیا 6236 یونٹس کا بل ختم کیا جائے کیوں کہ متنازع عرصہ کے لیے ایوریج بلنگ پہلے سے ہی شکایت کنندہ کو چارج کی جاچکی ہے اور دج 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

