



**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.05/3924-2025
June 30, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. IQRA SAJID THROUGH
COUNSEL ASAD SALEEM ADVOCATE HIGH COURT UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 16 11563
9293700 U)**

Case No. LESCO-LHR-53551-05-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated June 30, 2025 regarding the subject matter for necessary action,
please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's 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 Defense East Division, LESCO
425-EE, DHA Ghazi Road, Lahore.
5. Ms. Iqra Sajid
Through Counsel Asad Saleem Advocate High Court
R/O 937-C, Phase 9, DHA, Lahore
Cell#0321-8899695, 0333-4008855





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

Complaint No. LESCO-LHR-53551-05-25

Mst. Iqra Sajid
Through Asad Saleem Advocate
937-C, Phase 9, DHA, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 05, 2025

**On behalf of
Complainant:** Mr. Asad Saleem Advocate

Respondent: Mr. Sajid, Revenue Officer, LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. IQRA SAJID
THROUGH COUNSEL ASAD SALEEM ADVOCATE HIGH COURT UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF # 16-11563-9293700)**

DECISION

This decision shall dispose of the complaint filed by Ms. Iqra Sajid through Counsel Asad Saleem 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 Mst. Iqra Sajid wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of April, 2025 and requested to investigate the matter. Upon non resolution of matter from LESCO, the instant relief was sought before NEPRA. The case was taken up with LESCO and a hearing was conducted at NEPRA Provincial Office, Lahore, on June 05, 2025, wherein the matter was discussed in detail in the presence of both parties. During the hearing, LESCO official submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were, charged against the Complainant's account. The Complainant raised its observations and challenged the delay in charging of belated adjustment


3. The case has been examined in detail 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 domestic connection installed against a reference number 06-11563-9293700 located at 937-C, Phase 9, DHA, Lahore was charged detection bill of (9665) units by LESCO during April, 2025 on account of meter defectiveness. The issue raised by the Complainant was that mala fide exorbitant detection bill has been charged by LESCO with a considerable delay.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of 9665 units during April, 2025 on account of actual consumption of replaced meter i.e. 26077 units retrieved through the M&T report, in comparison with final reading charged in regular billing i.e. 16450 units. 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 available record, the Complainant's meter was replaced during August, 2023, subsequently, a detection bill based on retrieved units was charged during April, 2025 accruing considerable delay of approximately (21) months while standing in direct violation of 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 (21) months in instant matter which requires withdrawal of the detection bill.
4. Foregoing in view, LESCO is directed to withdraw detection bill of 9665 units charged during April, 2025 and revised bill be issued to the Complainant within thirty (30) days. 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, June 30, 2025

