



**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.05/3925-2025
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 MST. FATIMA NADEEM
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILLING (REF#04 11238 0401025 U)
Case No. LESCO-LHR-54087-05-25**

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. 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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Allama Iqbal Town Division, LESCO
132 kv Grid station Saidpur Multan Road, Lahore.
5. Mst. Fatima Nadeem
R/O House No. 24 A-1, Umar Hayat Block,
Khayaban-e-Quaid Housing Scheme, Lahore.
Cell# 0349-3005563





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

Complaint No. LESCO-LHR-54087-05-25

Mst. Fatima Nadeem

House No. 24/A-1, Umar Hayat Block
Khayaban-e- Quaid Housing Scheme, Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: June 26, 2025

**On behalf of
Complainant:** Mr. Nadeem

Respondent: 1) Mr. Aftab Robert, SDO (Operation), LESCO
2) Mr. Muhammad Athar TA, LESCO

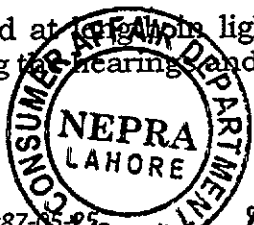
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. FATIMA NADEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 04-11238-0401025)

DECISION

This decision shall dispose of the complaint filed by Mst. Fatima Nadeem (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (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 the honorable Wafaqi Mohtasib in respect of Mst. Fatima Nadeem wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of February, 2025 as outstanding arrears having lapse of several months against its replaced meter. The matter was taken up with LESCO and hearing was 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 NEPRA in light of the record made so available by parties, arguments advanced during the hearing and the applicable law. Following has been observed:



- i. The Complainant's residential connection installed against a reference number 04-11238-0401025 located at Khayabane-e-Quaid, Lahore was charged detection bill of (6755) units by LESCO during February, 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 the considerable delay.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (6755) units during February, 2025 on account of the actual consumption of defective meter replaced during August, 2024. 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 during May, 2024 subsequently, a detection bill based on the retrieved units was, later, charged during February, 2025 accruing considerable delay of approximately (9) 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 (09) 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 6755 units charged to the Complainant during February, 2025. Revised bill be issued to the Complainant within thirty (30) days, positively. Further proceeding 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

