



**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.

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**Consumer Affairs
Department**

POL.05/5793 -2025
September 04, 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 NADEEM S/O MUHAMMAD SAEED SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 46 11315 2099700 U)**
Case No. LESCO-LHR-47452-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 04, 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. 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 Shalamar Division, LESCO, Shalamar Complex Shalamar Town, Lahore.
5. Mr. Muhammad Nadeem S/O Muhammad Saeed
R/O House No. 9, Street No. 9, Mohallah Kotli Peer Abdul Rehman, Lahore
Cell# 0321-4710350





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

Complaint No. LESCO-LHR-47452-12-24

Mr. Muhammad Nadeem

House No. 9, Street No. 9

Mohallah Kotli Peer Abdul Rehman, Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: February 11, 2025
August 13, 2025

Complainant: Mr. Muhammad Nadeem

Respondent: Mr. Muhammad Muzammil Additional SE, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NADEEM S/O MUHAMMAD SAEED SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 46-11315-2099700)
Case No. LESCO-LHR-47452-12-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad 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 complaint from Mr. Muhammad Nadeem wherein the Complainant submitted that a detection bill was charged by LESCO during the month of October, 2024 amounting to Rs. 338,256/- along with average billing during the defective period. The Complainant requested for adjustment as per actual retrieved units of impugned meter. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the detection bill of 1683 units was charged against the Complainant's account on the pretext of meter defect/dead stop.

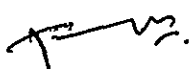
3. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- i. The Complainant's industrial connection installed against a reference number i.e. 46-11315-2099700 was charged detection bill of (1683) units by LESCO during June, 2024 on account of the dead stoppage of meter. The dispute raised by the Complainant was that the exorbitant detection bill was charged by LESCO



inconsiderate of the fact that the average bills were already charged during the defective period.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of 3 months i.e. March to May, 2024 based on the connected load i.e. 3 Kw. which is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill as per which LESCO is allowed to charge detection bill in an order of priority i.e. previous consumption history, future consumption and lastly on the load basis which has not been followed by LESCO in the instant matter. Moreover, clause 9.2.2 of CSM also obligates LESCO to adopt defined/specific procedure for establishment of revenue loss which has also not been followed by LESCO in instant matter.
 - iii. The consumption history reveals that the Complainant was charged healthy average bills during the detection period while the connection remained defective during the same period. As above, volume of levied consumption was also found excessive in comparison with the corresponding months of previous years. Thus, scrutiny of the Complainant's electricity consumption does not reflect dip during the disputed period. The same underlines fact that detection bill charged to the Complainant is devoid of any solid grounds as the revenue loss claimed through the detection bill remains unproven by perusal of consumption history. Moreover, the Complainant also maintained the nominal electricity consumption following the meter replacement, disputing volume and rationale of detection bill as charged by LESCO.
 - iv. According to the clause 4.3 of CSM, LESCO is required to replace defective meters immediately or within two billing cycles in case of non-availability of material and can only charge average bills for the maximum period of two months. However, considering the replacement of meter after lapse of two billing cycles along with non-submission of any relevant material shortage evidence in LESCO, it can be concluded that LESCO officials have conceived the allowance of two billing cycles wrongly and failed to replace defective meter, immediately. Moreover, due to sheer negligence of the LESCO officials regarding non-replacement of defective meter, average bill were also charged against the Complainant for the period of four months.
 - v. The recorded facts based on above narration provide that LESCO failed to submit rationale behind the charging of exorbitant detection bill as the same is rebutted by healthy average bills charged during the same period. Hence, detection bill without supporting assertions renders itself invalid after above consideration which raises to the level of compound charging and is not warranted. Hence, the impugned bill does remain uncorroborated as per the consumption history and is a violation of relevant clause of CSM and is required to be withdrawn.
4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 1683 units, charged to the Complainant in June, 2024 and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in this matter are hereby closed on above terms.


(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 04, 2025


(Aisha Kalsoom)

Member, Complaints Resolution
Committee / Assistant Director (CAD)

