



**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**

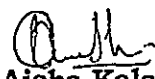
POL.05/4344 -2025
July 14, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. MUHAMMAD USAMA NADEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 45-11523-1758400)
Case No. LESCO-LHR-57243-07-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 14, 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 5nd Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Defence Division, LESCO
425-EE, DHA, Ghazi Road, Lahore.
5. Dr. Muhammad Usama Nadeem
R/O 55-DD, Commercial CCA,
Phase IV, DHA, Lahore
Cell#0302-6118681





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-57243-07-25

Dr. Muhammad Usama Nadeem
55-DD, Commercial CCA, Phase -IV, DHA, Lahore.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: July 11, 2025

On behalf of
Complainant: Dr. Muhammad Usama Nadeem

Respondent: Mr. Aleem SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. MUHAMMAD USAMA NADEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 45-111523-1758400)

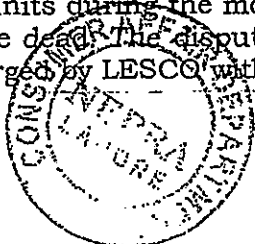
DECISION

This decision shall dispose of the complaint filed by Dr. Muhammad Usama Nadeem (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 Dr. Muhammad Usama Nadeem wherein the Complainant disputed charging of exorbitant detection bill by LESCO against its commercial connection despite the minimal load connected at the relevant premises. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore wherein LESCO official submitted that the detection bill of (1910) units was charged against the Complainant's account due to meter defectiveness i.e. one phase dead stop.

3. The case has been examined in detail 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 commercial connection installed against reference number (45-111523-1758400) located at 55-CCA, DHA Phase-IV, Lahore was charged detection bill of 1910 units during the month of June, 2025 on account of meter defectiveness i.e. one phase dead. The dispute raised by the Complainant was that detection bill has been charged by LESCO with mala fide intent inconsiderate of consumption pattern.



- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of 2 months i.e. March to April, 2025 based on the connected load being inconsistent with the clause 4.3.3 (c) of Consumer Service Manual (CSM). As per which, in case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Moreover, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by LESCO in the instant matter by levying the detection bill based on the connected load.
- iii. Taking note of the above, the detection bill of (1910) units, charged to the Complainant during June, 2025 appears to be unjustified and excessive as it was calculated on the connected load instead of charging slowness for the period of (2) months. Hence, the detection bill is on the higher side and is required to be revised in accordance with 33% slowness against period of only two billing cycles being in line with the relevant clauses of CSM.
4. Foregoing in view, LESCO is directed to revise the detection bill of 1910 units only for the period of two billing cycles i.e. March to April, 2025 based on 33% slowness against the actual consumption recorded during the same period. LESCO is also directed to replace the defective meter without any further delay. The revised bill be shared with the Complainant within (10) days and 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, July 14, 2025

