



**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.05/4462-2025
July 16, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHUSHI MUHAMMAD
LAL DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
LESCO REGARDING DETECTION BILL (REF# 04 11554 0227300R)
Case No. LESCO-LHR-51495-03-25**

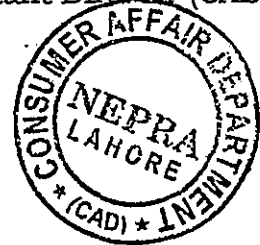
Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated July 16, 2025 regarding the subject matter for necessary action,
please.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's 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 Aziz Bhatti Division
LESCO 132Kv Ghazi Grid Near It Centre LESCO, Lahore.
5. Mr. Khushi Muhammad Lal Din
R/O Noor Pur, District Lahore.
Cell#0303-4456570


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-51495-03-25

Mr. Khushi Muhammad
Noor Pur, District Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 30, 2025
June 26, 2025

**On behalf of
Complainant:** Mr. Muhammad Arshad

Respondent: Mr. Abdul Rasheed, Addl. XEN, LESCO
Mr. Tehzib ul Hussnain, SDO, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHUSHI MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 04-11554-0227300)

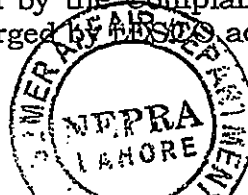
DECISION

This decision shall dispose of the complaint filed by Mr. Khushi Muhammad (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 Mr. Khushi Muhammad wherein the Complainant submitted that a detection bill was charged by LESCO during the month of January, 2025 as outstanding arrears amounting to Rs. 165,519/-. The matter was taken up with LESCO and hearings were 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 observations and challenged the delay in charging of impugned adjustment.

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:

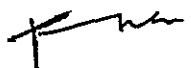
- i. The Complainant's residential connection installed against a reference number i.e. 04-11554-0227300 located at Noor Pur, District Lahore was charged detection bill of (4313) units by LESCO during the month of January, 2025 on account of the meter defectiveness. The issue raised by the Complainant was that the mala fide exorbitant detection bill has been charged by LESCO, accruing a considerable delay.



ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill of (4313) units during January, 2025 on account of the actual consumption of defective meter replaced during September, 2023. 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 April, 2023 and was replaced during September, 2023. Subsequently, a detection bill based on retrieved units was, later, charged during January, 2025 after a delay of approximately (20) 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 the retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (20) months in the instant matter which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 4313 units charged to the Complainant during January, 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, July 16, 2025

