



**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.05/2137-2025
April 10, 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
FAYAN MAJID UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#44 11343 0947903 U)
Case No. LESCO-LHR-51752-03-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated April 10, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Mr. Rana Rizwan Sibghatullah Nadeem, 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 Mughal Pura Division,
Quaid-e-Azam Interchange Near Ring Road, Harbancepura, Lahore.
5. Mr. Muhammad Fayhan Majid
R/O Basement Old Sher Cinema, Shalamar Link Road, Lahore.
Cell# 0323-4626461, 0300-4205804





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

Complaint No. LESCO-LHR-51752-03-25

Mr. Muhammad Fayaz Majid
R/o Basement Old Sher Cinema, Shalamar Link Road
District Lahore.
Cell # 0323-4626461, 0300-4205804

Complainant

Versus

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

Respondent

Date of Hearing: April 08, 2025

On behalf of: Mr. Hamza Hussain
Complainant:

Respondent: Mr. Shahbaz Ahmad, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAYAN MAJID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 44-11343-0947903) Case No. LESCO-LHR-51752-03-25

DECISION

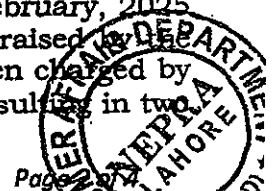
This decision shall dispose of the complaint filed by Mr. Muhammad Fayaz Majid (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received an online complaint dated March 13, 2025 wherein it was submitted that an exorbitant detection bill was charged against reference number i.e. 44-11343-0947903 by LESCO with the gross mala fide intent. Upon approaching LESCO for resolution, grievance remained unaddressed and consequently, matter was raised with NEPRA. Accordingly, the LESCO was directed for submission of detailed para-wise comments/report, however, LESCO failed to submit the report within stipulated time period.

3. In order to probe further into the matter, a hearing was held on April 08, 2025 at NEPRA Provincial Office, Lahore which was attended by the representatives of both the parties wherein the matter was discussed in detail. During the hearing, LESCO official submitted that the detection bill was charged against the Complainant the pretext of 66% slowness i.e. two phase dead of the installed meter along with the difference of charged & retrieved reading as reported by M&T, LESCO.

4. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant's commercial connection installed against reference number i.e. 44-11343-0947903 was charged a detection bills of 2679 units in February, 2025 on account of meter's defectiveness i.e. two phase dead. The issue raised by Complainant was that mala fide & exorbitant detection bills have been charged by LESCO inconsiderate of the fact that the meter was actually burnt resulting in two phase dead.




Perusal of documentary reveals that the detection bill of 2679 units was charged for the period of 6 months i.e. January, 2024 to June, 2024 being inconsistent with clause 4.3.3 (c)(ii) of Consumer Service Manual (CSM) which envisages that in case, slowness is established, 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 instant matter by extending detection period multifold in contrast with the allowed timeframe.

- iii. The record reflects that the Complainant's meter became defective during month of July, 2024 & the same was replaced by LESCO on August 01, 2024 having none prior defective period. Later, data retrieval report of the impugned meter declared meter slowness which conflicts the assertion made by the Complainant that meter was only replaced by LESCO due to apparent physical defect i.e. burning in lieu of slowness which complicates the report of M&T. Considering the contention of the Complainant that the meter was replaced within days after being burnt, upon approaching LESCO and the fact that LESCO officials failed to submit site checking report corroborating any slowness leading to the meter replacement, supports the argument of Complainant and further raises suspicion over exorbitant quantum of defective period as claimed by LESCO.
- iv. Scrutiny of the Complainant's billing history reveals healthy consumption pattern over the detection period and the preceding & succeeding months since the meter replacement without any signs of noticeable dips. Hence, taking cognizant of the above that the meter was actually replaced within very small time period i.e. days after becoming defective having consistent & healthy consumption during disputed period i.e. January, 2024 to June, 2024 without any prior suspicious consumption history, none significant revenue loss as claimed by LESCO can be proved. Thus, frivolous detection bill charged for the period of (6) months in violation of CSM and consumption pattern is unjustified and is required to be withdrawn by LESCO.

5. Foregoing in view, LESCO is directed to withdraw the detection bill of 2679 units, charged to the Complainant in February, 2025 on account of meter's defectiveness. LPS and FPA also be adjusted accordingly. Compliance report be submitted to this office within fifteen (15) days.

-6 مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ فروری 2025 میں معیوب میٹر کی بنیاد پر چارج کیا گیا 2679 یونٹس کا نا جائز ڈیٹیکشن بل فی الفور ختم کیا جائے۔ مزید برآں، LPS اور FPA اگر کوئی ہیں تو وہ بھی ایڈجسٹ کیے جائیں۔ اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ جمع کرائے۔


(Aisha Kalsoom)
Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)
Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, April 10, 2025

