



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

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Link Road, Model Town, Lahore.
Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/2261-2025
April 17 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 BILAL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 05 11151 0473301 U)
Case No. LESCO-LHR-46342-11-24**

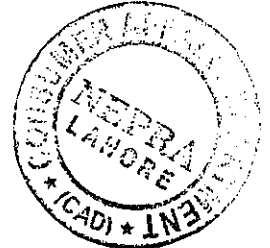
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated April 17, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mr. Muhammad Bilal S/O Abdul Shakoor
R/O Sher Shah Road, Data Nagar, Badami Bagh, Lahore
Cell# 0306-7901068





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. Case No. LESCO-LHR-46342-11-24

Mr. Muhamamd Bilal
R/o Sher Shah Road, Data Nagar
Badami Bagh, Lahore.
Cell # 0306-7901068

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 13, 2025

On behalf of
Complainant: Mr. Muhammad Bilal

Respondent: Mr. Abdul Rehman, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BILAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 05-11151-0473301 U) Case No. LESCO-LHR-46342-11-24**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Bilal (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 a complaint wherein the Complainant disputed the charging of illegal detection bill amounting to Rs. 85,426/- during month of September, 2024. The Complainant approached LESCO, however, the grievance of Complainant was not redressed. Consequently, upon approaching NEPRA, the matter was taken up with LESCO for submission of a complete report. In response, LESCO vide a letter dated December 12, 2024 submitted that the Complainant's meter was checked by LESCO during September, 2024 and the meter display was found intentionally dim. Consequently, a detection bill of 1292 units was charged to the Complainant for a period of (3) months i.e. June to August, 2024. The report was forwarded to the Complainant, however, the Complainant challenged the report by submitting a rejoinder.

3. In order to probe further into the matter, a hearing was held on March 13, 2025 at NEPRA Provincial Office, Lahore which was attended by both the parties wherein the matter was deliberated at length. 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 residential connection installed against reference No. 05-11151-0473301 was charged a detection bill of 1292 units during month of September, 2024 on account of meter's defectiveness i.e. display dim. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with the mala fide intent inconsiderate of consumption pattern.

Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of three months i.e. June to August, 2024 on the basis of load while the same is inconsistent with the clause 9.2.3 (b) of Consumer Service Manual (CSM) for charging detection bill against consumer involved in the illegal abstraction i.e. meter tempering. As per which LESCO is restricted to charge the



detection bill for a maximum period of (3) months in an order of priority i.e. the previous consumption history etc. as envisaged in the same clause which has not been followed by LESCO in instant charging of detection bill.

- iii. The analysis of detection bill notes the lack of adoption of relevant procedure by LESCO officials for establishment of illegal abstraction including but not limited to securing of meter, installation of check meter etc. as also envisaged in the clause 9.2.2 of CSM. Moreover, the meter was declared defective during July, 2024 and later replaced during February, 2025 by LESCO after accrual of considerable delay. As above, the Complainant was also charged average bills for period of (7) months in violation of clause 4.3.2 (a) of the CSM.
 - iv. According to clause 4.3.2 of CSM, if the defectiveness of the meter is due to display wash then DISCO...shall retrieve data of impugned meter and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer and already charged bills issued on average basis shall be adjusted. The record reflects that the meter's display was found to be dim, however, its accuracy was within permissible limits which ensues data retrieval of the impugned meter and subsequent adjustment of already charged average bills, accordingly.
 - v. Hence, the detection bill charged to the Complainant based on the connected load in violation of relevant clause of CSM despite the fact that the meter recording was found healthy, is unjustified which requires withdrawal of the frivolous detection bill charged by LESCO. Moreover, the adjustment only be given to the Complainant based on the data retrieval report of the Complainant's replaced meter.
4. Foregoing in view, LESCO is directed to withdraw the disputed detection bill of 1292 units, charged to the Complainant in September, 2024. Moreover, LESCO is further directed to overhaul the Complainant's account as per the data retrieval report the impugned meter. Compliance report be submitted within (15) days.

5. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو معیوب میٹر کی مد میں ماہ ستمبر 2024 میں چارج کیا گیا 1292 یونٹس کا ڈیٹیکشن بل ختم کیا جائے۔ مزید برآں، شکایت کنندہ کو متنازع عرصہ کے لیے چارج کی گئی ایوریج بلنگ کی معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کے مطابق ایڈجسٹمنٹ دی جائے۔ درج بالا احکامات پرتعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہندہ جمع کرائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/ Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/ Assistant Director (CAD)

Lahore, April 17, 2025

