



**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.05/2262 -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
EHSAN QASIM UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF# 13 11145 1389400 U)
Case No. LESCO-LHR-45528-10-24**

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 Data Darbar Division, LESCO
8-A, Outside Bhatti Gate behind Haji Mango Juice, Lahore.
5. Mr. Muhammad Ehsan Qasim,
R/O Shop No. 67, Aslam Toxslenter Shah Alam Market, Lahore.
Cell# 0322-4909697





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

Complaint No. LESCO-LHR-45528-10-24

Mr. Muhammad Ehsan Qasim
R/o Shop No. 67, Aslam Toxslenter
Shah Alam Market, District Lahore.
Cell # 0322-4909697

Complainant

Versus

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

Respondent

Date of Hearing: February 25, 2025

On behalf of:

Complainant: Mr. Muhammad Ehsan Qasim

Respondent: Mr. Waqar, AMO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD EHSAN QASIM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 13-11145-1389400)
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ehsan Qasim (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 from the Complainant wherein it was submitted that an unjustified detection bill amounting to Rs. 258,637/- was charged by LESCO with mala fide intent. The Complainant approached LESCO, however, grievance of the Complainant was not redressed. Consequently, upon approaching NEPRA, the matter was taken up with LESCO for submission of the complete report. In response, LESCO vide letter dated November 15, 2024 reported that detection bill of 3481 units was charged to the Complainant due to the meter defectiveness in order to recover loss sustained by LESCO. The report was forwarded to the Complainant, however, the Complainant raised observations over the LESCO's report.

3. In order to finalize the matter, a hearing was held on February 25, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was deliberated at length. The case has been examined in detail in the light of the 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. 13-11145-1389400 was charged detection bill of 3481 units during the month of September, 2024 based on connected load i.e. 1.44 kW +1 AC on pretext of meter being dead stop. The Complainant was of view that the same has been charged with mala fide intent inconsiderate of consumption pattern.
- ii. Perusal of the documentary evidence reveals that the aforementioned detection bill of 3481 units was charged to the Complainant for period of five months i.e. April to August, 2024, inconsistent with clause 9.2.3 of Consumer Service Manual (CSM) for charging detection bill against consumer involved in illegal abstraction i.e. dead

stop. As per which LESCO is restricted to charge detection bill for 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, in actual, became defective during the month of May, 2024 and was charged zero units by LESCO until July, 2024 instigating sheer and plain violation of prudent practices while further complicating the matter at hand. The same meter was, later, declared defective during August, 2024 and got replaced during February, 2025 by LESCO after accrual of the considerable delay. As above, the Complainant was also charged average bills for period of 6 months in violation of chapter 4 of the CSM.
- iv. Hence, the detection bill charged to the Complainant on account of the meter's defectiveness i.e. dead-stop for excessive period of five months based on connected load, is unjustified. However, it is matter of fact that the Complainant was charged zero consumption during the period i.e. April to June, 2024 despite presence of the connected load. As per which, detection bill is required to be revised for the period of three months on the basis of actual consumption of corresponding months of previous year i.e. 2023 in line with the relevant clauses of CSM.

5. Foregoing in view, LESCO is directed to revise the detection bill for the period of three months i.e. April to June, 2024 on the basis of actual consumption of corresponding months of previous year i.e. April, 2023 to June, 2023. A compliance report shall be submitted to this office within fifteen (15) days.



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, April 17, 2025

