



**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.05/2263-2025
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. WAQAS KHALID
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER (REF#13
11347 1902501 U)**
Case No. LESCO-LHR-47566-12-24

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. Mr. Rana Rizwan Sibghat Ullah, 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 Mughalpura Division, LESCO
Quaid-e-Azam Interchange Near Ring Road, Harbancepura, Lahore.
5. Mr. Waqas Khalid
R/O House No. 47-A, Mohallah New Canal Park
Phase 3, Harbancepura, Lahore
Cell#0320-4579550





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

Complaint No. Case No. LESCO-LHR-47566-12-24

Mr. Waqas Khalid

R/o House No. 47-A, Mohallah New Canal Park
Phase 3, Harbanspura, Lahore.
Cell # 0320-4579550

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: February 11, 2025

On behalf of:

Complainant: Mr. Waqas

Respondent: Mr. Aizazullah, XEN, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS KHALID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN REPLACEMENT OF DEFECTIVE METER (REF#13-11347-1902501)**

DECISION

This decision shall dispose of the complaint filed by Mr. Waqas Khalid (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 requested to replace defective meter installed at its residential premises. Upon approaching LESCO, the grievances remained unaddressed and consequent to above, matter was escalated to NEPRA, seeking review of detection bill. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit the required report within stipulated timer period. In order to probe further into the matter, a hearing was held on February 11, 2025 at NEPRA Provincial Office, Lahore which was attended by both the parties wherein the matter was discussed in detail. During the hearing, LESCO official submitted that a detection bill of 617 units was charge to the Complainant on account of meter defectiveness.

3. 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 number 13-11347-1902501 was charged a detection bill of 617 units during January, 2025 on account of the meter's defects i.e. opened. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with the mala fide intent inconsiderate of already charged average bills during the defective period.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of two months i.e. August & September, 2024 on the basis of consumption recorded during June, 2024 while the same is inconsistent with the chapter 9 of Consumer Service Manual (CSM) as the cause for meter malfunction was not attributed to the Complainant by LESCO in the form of illegal abstraction, leading to invalidation of the fundamental basis of detection bill.

- iii. The analysis of detection bill notes the lack of adoption of relevant procedure by LESCO officials for establishment of the 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. The record reflects that the Complainant's meter became defective during month of August, 2024 and was, later replaced by LESCO during February, 2025 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, instigating sheer and plain violation of prudent practices while further complicating the matter at hand.
 - iv. The M&T report of the defective meter also inherently restrains LESCO for levying of detection bill in case of charging of average bills during defective period which ensues withdrawal of the detection bill in the instant matter as the Complainant was charged healthy average bills during detection period consistent with consumption recorded during preceding and corresponding months of previous year, reflecting no revenue loss in contrast with the claim of LESCO.
 - v. 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. Taking cognizant of the above and as per the data retrieved from the defective meter, it is of considered approach to charge only difference of reading between final charged reading i.e. 35999 and retrieved reading i.e. 36100.
 - vi. Hence, considering above narration along with the fact that detection bill charged in violation of relevant clause of CSM, compounded with already charged average bills during the detection period and availability of retrieved data, does vacate its validity and is required to be withdrawn.
4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 617 units, charged to the Complainant during January, 2025. Moreover, LESCO is directed to only charge 101 units as per the data retrieval report of the defective meter. A compliance report be submitted within fifteen (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 جنوری 2025 میں چارج کیا گیا 617 یونٹس کا ناجائز ڈیٹیکشن بل ختم کیا جائے۔ مزید برآں، شکایت کنندہ کو متنازع عرصہ (اگست 2024 تا جنوری 2025) کے لیے چارج کی گئی ایوریج بلنگ کی معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کے مطابق ایڈجسٹمنٹ دی جائے۔ درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ 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

