



**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.05/1880-2025
March 21, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAJID HABIB S/O
HABIB AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#46 11316 2070108 U)
Case No. LESCO-LHR-45068-10-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 21, 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 Shalamar Division, LESCO
Shalamar Complex Shalamar Town, Lahore.
5. Mr. Majid Habib S/o habib Ahmad
R/O Post Office Bata Pur, Jallo
Tehsil Shalamar, District Lahore.
Cell# 0323-4758117





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-45068-10-24

Mr. Majid Habib

R/o Post Office Bata Pur, Jallo
Tehsil Shalamar, District Lahore.
Cell # 0323-4758117

Complainant

Versus

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

Respondent

Date of Hearing: October 17, 2024
 February 11, 2025
 February 24, 2025

On behalf of:

Complainant: Mr. Majid Habib

Respondent: Mr. M. Sohail, TA to XEN, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAJID HABIB S/O HABIB AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 46-11316-2070108)**

DECISION

This decision shall dispose of the complaint filed by Mr. Majid Habib (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. Brief of the matter is that the Complainant, in his complaint, disputed the charging of an exorbitant detection bill inconsiderate of the connected load & consumption pattern. Upon approaching LESCO, the grievances remained unaddressed and consequent to above, matter was escalated to NEPRA, seeking review of detection bill. Accordingly, the issue was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to provide the required report within the stipulated timeframe.

3. In order to finalize the matter, Nos. of hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties wherein the matter was discussed at length. During hearing, LESCO officials apprised that detection bills were charged to the Complainant on basis of slowness i.e. (1) phase dead of replaced/defective meter. However, the Complainant reiterated his previous version.

4. The case has been examined in detail in light of written/verbal arguments, augments advanced during hearings and applicable law. The following has been concluded:

- i. The complainant's industrial connection installed against reference number i.e. 46-11316-2070108 was charged two Nos. of detection bills of 3689 & 2983 units during September, 2024 and October, 2024 respectively on account of the meter defectiveness i.e. one phase dead. The issue raised by the Complainant was that mala fide & exorbitant detection bills have been charged by LESCO for excessive time period.

- ii. Perusal of documentary evidence reveals that detection bill of 3689 units was charged for period of 12 months i.e. September, 2023 to August, 2024 while the 2nd detection bill of 2983 units was charged for period of (7) months i.e. March to September, 2024 being inconsistent with relevant clause of Consumer Service Manual (CSM). Clause 4.3.3 (c) (i) & (ii) of CSM envisages that in case, slowness is established, DISCO shall enhance multiplying factor (MF) for charging actual consumption till replacement of the defective metering installation. Further, charging of bill for the 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 was checked by LESCO for two successive months of October and November, 2024 while the detection bills were charged for overlapping time period of six months, raising to level of compound charging which is not warranted and carry no justification. It is also evident that the impugned meter was replaced during October, 2024 with meter number i.e. 38988, however, the checking, during November, 2024, was performed on some random meter having No. i.e. 3072278 which raises suspicions over acts carried out by LESCO officials and renders the charging of detection bills, in valid which are required to be withdrawn, ab initio.
- iv. Duly considering above narration along with the fact that impugned meter was essentially defective i.e. one phase dead as per M&T report, merits charging of detection bill only for the period of two billing cycles immediately preceding the month of checking i.e. October, 2024.
5. Foregoing in view, LESCO is directed to withdraw both detection bills 3689 units and 2983 units, charged during September 2024 and October 2024 respectively. LESCO is also directed to charge detection bill only for the period of two months (i.e. August to September 2024) prior to defective meter's replacement on the basis of 33% slowness. Compliance report be submitted within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ نیپرا قوانین کی روشنی میں شکایت کنندہ کو ماہ ستمبر اور اکتوبر 2024 میں بالترتیب بارہ ماہ اور سات ماہ کے لیے چارج کیے گئے 3689 یونٹس اور 2983 یونٹس کے دونوں ڈیٹیکشن بلز ختم کیے جائیں اور اس کی جگہ معیوب میٹر تبدیل ہونے سے پہلے دو ماہ (اگست اور ستمبر 2024) کے لیے 33 فیصد سست روی (slowness) چارج کی جائے۔ درج بالا احکامات پر عملدرآمد کی رپورٹ پندرہ (15) دنوں کے اندر دفتر ہڈہ میں جمع کروائی جائے۔


(Aisha Kalsoom)

Member Consumer Complaints
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Consumer Complaints
Committee/Assistant Director (CAD)

Lahore, March 21, 2025

