



**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.05/2358-2025  
April 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. MUHAMMAD ASLAM  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING EXCESSIVE BILLING (REF # 11 11272 0434500 U)  
Case No. LESCO-LHR-44248-09-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated April 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. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Johar Town Division, LESCO  
Chandni Chowk Near Cine Star Cinema, Township, Lahore
5. Mr. Muhammad Aslam  
R/O 103-A, Revenue Housing Society, Lahore  
Cell#0300-4633918





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

**Complaint No. Case No. LESCO-LHR-44248-09-24**

**Mr. Muhammad Aslam**

R/o 103-A, Revenue Housing Society, Lahore  
Cell # 0300-4633918

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** December 04, 2024  
February 18, 2025

**On behalf of:**

**Complainant:** Mr. Muhammad Aslam

**Respondent:** Mr. Irfan Ali, SDO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASLAM SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 11-11272-0434500)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Aslam (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. 214,695/- on the pretext of meter defectiveness and requested to direct LESCO for its withdrawal by premising its argument on already charged average bills during the defective period. The Complainant duly 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 submitted that the Complainant's meter became defective i.e. dead stop and consequently, a detection bill of (2744) units for the period of three months was charged to the Complainant. However, the Complainant raised observations over the basis of detection bill.

4. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties wherein the matter was discussed 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 commercial connection installed against reference number i.e. 11-11272-0434500 was charged detection bill of 2744 units during August, 2024 on account of meter's defectiveness i.e. dead-stop. The Complainant maintained the position that, having already discharged its liability by paying electricity bills issued in accordance with the Consumer Service Manual (CSM), the subsequent imposition of an additional detection bill predicated upon the same underlying discrepancy is devoid of justification.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of (3) month i.e. May to July, 2024 based on the connected load (3 kW+1 AC) while the same is inconsistent with chapter (9) of the Consumer

Service Manual (CSM) as the cause for the meter malfunction was not attributed to the Complainant by LESCO in form of illegal abstraction, leading to invalidation of the fundamental basis of detection bill. In any case and as per clause 9.2.3 of CSM, LESCO is also restricted to charge detection bill in an order of priority i.e. previous consumption history etc. which has not been followed by LESCO in the instant matter.

- 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. The record reflects that the Complainant's meter became defective during the month of May, 2024 and was, later, replaced by LESCO during August, 2024 after accrual of the considerable delay. As above, the Complainant was also charged average bills for period of (4) 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. In order to arrive at an informed decision, billing data of the Complainant has been analyzed which is tabulated as follows:

Month/Year	2021	2022	2023	2024
January	147	145	181	146
February	98	161	136	120
March	119	234	211	195
April	205	369	282	195
May	124	244	193	193 Average
June	207	352	318	318 Average
July	261	275	187	187 Average
August	187	200	227	134+ 2744 D-bill
September	178	161	190	145
October	178	164	161	175
November	129	176	112	
December	157	195	157	

- v. Scrutiny of the above table reflects that the Complainant was also 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. Moreover, the disputed charging of detection bill over & above the already charged average bills does constitute compound charging and raises to level of mala fide which is not warranted. Hence, considering above narration along with the fact that detection bill charged in violation of the relevant clauses of CSM, compounded with the already charged average bills during the detection period, does vacate its validity and is required to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of (2744) units charged to the Complainant during month of August, 2024. Compliance report be submitted within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو معیوب میٹر کی مد میں ماہ اگست 2024 میں چارج کیا گیا 2744 یونٹس کا ڈیٹیکشن بل ختم کرے کیونکہ لیسکو کی جانب سے متنازع عرصہ (جون تا جولائی 2024) کے لیے ایوریج بلنگ پہلے سے ہی چارج کی جا چکی ہے۔ 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 21, 2025

