



**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 <sup>2362</sup>-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 IMRAN  
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 AND DETECTION  
BILL (REF#13 11347 1908900 U)**  
**Case No. LESCO-LHR-50186-02-25**

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. 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. Muhammad Imran  
R/O House No. 45, Mohallah New Canal Park  
Phase 3, Tajbagh Society, Harbancepura, Lahore  
Cell#0322-4350575





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

**Complaint No. Case No. LESCO-LHR-50186-02-25**

**Mr. Muhammad Imran**

R/o House No. 45, Mohallah New Canal Park  
Phase 3, Taj Bagh Society, Harbanspura, Lahore.  
Cell # 0322-4350575

..... **Complainant**

Versus

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** February 11, 2025

**On behalf of:**

**Complainant:** Mr. Muhammad Imran

**Respondent:** Mr. Aizazullah, XEN, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IMRAN 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 AND DETECTION BILL (REF #13-11347-1908900)**  
**Case No. LESCO-LHR-50186-02-25**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Imran (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 and further requested to direct LESCO for the replacement of defective meter. 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. However, LESCO failed to submit the required report within stipulated timer period.

3. 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 deliberated at length. During hearing, LESCO official submitted that the Complainant's meter became defective i.e. display washed/dead stop and consequently, detection bill of (609) units was charged to the Complainant. The Complainant raised observations over the basis of detection bill.

4. 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 i.e. 13-113470-1908900 was charged a detection bill of (609) units during the month of January, 2025 on account of the meter's defectiveness i.e. washed-out display/dead stop. 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 and despite the payment of average bills during the defective period.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of (1) month i.e. September, 2024 based on consumption recorded during June, 2024 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 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 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 September, 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 (5) 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 also charged the 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 and above the already charged average bill does constitute compound charging and raises to the level of mala fide which is not warranted.
- v. 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 (609) units charged to the Complainant during month of January, 2025. Compliance report be submitted within fifteen (15) days.

6. 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 609 یونٹس کا ناجائز ڈیٹیکشن بل ختم کیا 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 21, 2025

