



**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.05/2022-2025
March 27, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHURSHEED ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#09 11238 0802905 U) Case No. LESCO-LHR-44764-10-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 27, 2025 regarding the subject matter for necessary action and compliance within ten (10) 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 Allama Iqbal Town Division, LESCO
132 kv Grid station Saidpur Multan Road, Lahore.
5. Mr. Khursheed Anwar S/o Muhammad Shafi
R/O Amina Masjid Mian Bazar,
Rana Town, Multan Chungi, Lahore.
Cell#0333-4542191





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-44764-10-24

Mr. Khursheed Anwar
R/O Amina Masjid Mian Bazar
Rana Town, Multan Chungi, Lahore.
Cell # 0333-4542191

Complainant

Versus

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

Respondent

Date of Hearing: January 28, 2025

On behalf of:

Complainant: Mr. Khursheed Anwar

Respondent: Mr. Muhammad Sohail, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHURSHEED ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 09-11238-0802905 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Khursheed Anwar (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. The Complainant in his complaint disputed the charge of unjustified bill amounting to Rs. 400,516/- following the replacement of its defective meter. The Complainant approached LESCO, however, the grievances of Complainant were not redressed and consequent to such, resolution of issue was sought from NEPRA. Accordingly, matter was taken up with LESCO whereby LESCO vide letter dated November 06, 2024 submitted that the Complainant's meter became defective and was got replaced during December, 2023 while 5978 units were, later, charged against the Complainant's account as per the M&T report of defective meter. The Complainant raised observations over LESCO's report.

3. In order to probe further into matter, a hearing was held on January 28, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed 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 residential connection installed against reference No. 09-11238-0802905 was charged detection bill of 5978 units during September, 2024 based on data retrieval report of impugned meter as the same became defective during July, 2023 and later, replaced during month of December, 2023. The Complainant was of the disputed view that the units have been adjusted after extra ordinary time period with the mala fide intent.
- ii. Perusal of documentary evidence reveals that the Complainant's was charged (5978) units during September, 2024 on account of the actual consumption of replaced meter i.e. 13267 units retrieved through the M&T report, in comparison with final reading charged in the regular and average billing i.e.

6710 units. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was declared defective during the month of July, 2023, however, the data was retrieved and charged during May, 2024 and September, 2024, respectively accruing a considerable delay of approximately (15) months while standing in direct violation of CSM.

- iii. According to the clause 6.1.4 of CSM, meter readers shall also check the irregularities/discrepancies in metering system at the time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify discrepancies which was also got delayed by LESCO ensuing the charging of detection bill. Furthermore, LESCO failed to point about discrepancy expeditiously from which stand point consumers have legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of the above, penalizing the Complainant on part of incompetency of LESCO officials is strictly not justified.
- iv. Hence, charging of the detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (15) months in the instant matter which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to withdraw the disputed detection bill of 5978 units, charged to the Complainant in September, 2024 based on data downloading/retrieval report of replaced impugned meter and submit compliance report to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ کنزیومر سروس مینٹول (CSM) کی شق (d) 4.3.2 کو مد نظر رکھتے ہوئے شکایت کنندہ کو ماہ ستمبر 2024 میں معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کی بنیاد پر چارج کیا گیا 5978 یونٹس کا بل ختم کیا جائے اور اس مد میں چارج کیے گئے FPA/LPS (اگر کوئی ہے) کو بھی منہی کیا جائے۔ درج بالا احکامات پر عمل کی رپورٹ ہندره (15) یوم کے اندر جمع کروائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, March 27, 2025

