



**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>2442</sup>-2025  
April 29, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SAMAN IJAZ ILAHI  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILL (REF # 01 11274 00922401 U)  
Case No. LESCO-LHR-53262-04-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated April 29, 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. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road Lahore.
2. 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. Ms. Saman Ijaz Ilahi  
R/O 306, Block Z, Sector C-1, Township, Lahore.  
Cell#0321-4136008





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

**Complaint No. LESCO-LHR-53262-04-25**

**Ms. Saman Ijaz**

R/o 306, Block Z, Sector C-1, Township, Lahore.

Cell#0321-4136008

..... **Complainant**

**Versus**

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

**Date of Hearing:** April 29, 2025

**On behalf of:**

**Complainant:** Ms. Saman Ijaz Ilahi

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

Mr. Sammad, Revenue Officer, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SAMAN IJAZ ILAHI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 01-11274-00922401)**

**Case No. LESCO-LHR-53262-04-25**

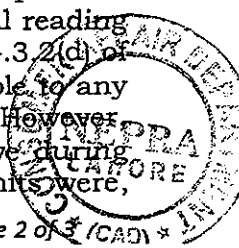
**DECISION**

This decision shall dispose of the complaint filed by Ms. Saman Ijaz Ilahi (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 her complaint disputed the levying of a mala fide detection bill amounting to Rs. 136,076/- based on data downloading/retrieval report of the Complainant's replaced/impugned meter. The Complainant approached LESCO, however, the grievances of Complainant were not redressed. Consequently, resolution of matter was sought from NEPRA through the instant complaint.

3. In order to probe further into matter, a hearing was held on April 29, 2025 at NEPRA Provincial Office, Lahore. The hearing was attended by both parties wherein the matter was discussed at length. The case has been examined in detail in 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. 01-11274-00922401 was charged detection bill of (2258) units during the month of February, 2025 on account of data downloading report of the Complainant's replaced meter. 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 the documentary evidence reveals that the Complainant was charged (2258) units during February, 2025 on account of the actual consumption of replaced meter, retrieved through M&T report, in comparison with final reading charged during the regular & average billing. According to the clause 4.3.2(d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if data is not retrieved within (3) months of display wash. However, as per the available record, the Complainant's meter became defective during May, 2024 and was replaced during July, 2024, however, retrieved units were,



later, charged during the month of February, 2025 accruing considerable delay of approximately (07) months. This action constitutes a clear violation of the above-mentioned clause of CSM which outlines prescribed time frame for such billing adjustments.

- iii. Hence, it is recorded fact that LESCO officials failed to point out the discrepancy expeditiously and affected adjustment after lapse of a considerable time period, from which stand point consumer has legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of above, penalizing the Complainant on part of the incompetency of LESCO officials is strictly not justified. As above, the charging of the disputed retrieved units can be adjudged extremely delayed and are required to be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to withdraw the bill of 2258 units charged to the Complainant during February, 2025, based on the data downloading/retrieval report of the impugned meter and to submit compliance report to this office within fifteen (15) days.

5- مندرجہ بالا حقائق کے پیش نظر لیسکو کہ ہدایت کی جاتی ہے کہ نیپرا قوانین کی روشنی میں شکایت کنندہ کو معیوب میٹر کی ڈیٹا ڈاؤنلوڈ رپورٹ کی روشنی میں ماہ فروری 2025 میں چارج کیا گیا 2258 یونٹس کا بل ختم کیا جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (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, April 29, 2025**

