



**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**

TCD.05/6259-2024  
December 31, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMANAT ALI  
THROUGH ASAD ALI UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC  
POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL  
(REF#12 11221 0790227 U)**  
**Case No. LESCO-LHR-37855-05-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated December 31, 2024 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 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Raiwind Division, LESCO  
Lahore Road Raiwind.
5. Mr. Amanat Ali Through Asad Ali  
R/O Ali Raza Abad, Raiwind Road, Lahore  
Cell#0302-4047168



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

**Complaint No. LESCO-LHR-37855-05-24**

**Mr. Amanat Ali through Asad Ali,**  
R/O Ali Raza Abad, Raiwind Road, Lahore  
Cell#0302-4047168

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** August 22, 2024

**On behalf of:**

**Complainant:** Mr. Asad Ali

**Respondent:** Mr. Muhammad Azam, SDO, LESCO  
Mr. Muhammad Abdullah, AM (CS)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMANAT ALI THROUGH ASAD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#12 11221 0790227 U)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Amanat Ali through Asad Ali (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 submitted that LESCO has charged him excessive bill of 8280 units during the month of March 2024. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the meter of the Complainant was checked on December 10, 2023 by M&T and was found shunt in meter's body. Subsequently, the Complainant was charged with detection bill of 8280 units in March 2024 for the period of six months w.e.f. June 2023 to November 2023 based on connected load (i.e., 3 KW + 02 AC). An FIR was also lodged against the Complainant. The report submitted by LESCO was shared with the Complainant, who challenged it by submitting a rejoinder. In order to probe further into the matter, a hearing was held on August 22, 2024 at NEPRA Provincial Office, Lahore, which was attended by representatives of both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail.

4. 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 is a domestic consumer of LESCO and has one connection installed at his premises in the name of Mr. Amanat Ali S/O Faqeer Muhammad with reference number 12 11221 0790227 U under the A-1a(01) tariff. During the hearing, it was revealed that the meter of the Complainant was checked on December 10, 2023 by

M&T and was found shunt in meter's body. Subsequently, the Complainant was charged with detection bill of 8280 units in March 2024 for the period of six months w.e.f. June 2023 to November 2023 based on connected load (i.e., 3 KW + 02 AC. The impugned meter was replaced in March 2024. However, the Complainant informed that he has no AC at his premises.

- ii. In order to probe further into the matter, LESCO officials were directed to assess the load of the Complainant's premises in his presence and to submit the load assessment report. Later on, LESCO submitted the load assessment report on November 28, 2024 as per which the connected load of the Complainant is 2.3 kW and one AC.

5. In view of the above, the detection bill of 8,280 units charged to the Complainant based on the connected load (i.e., 3 KW + 2 ACs) seems to be on the higher side, as the actual connected load is 2.3 KW + one AC, Therefore, the detection bill is required to be revised on the basis of latest load assessment report.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ :

(الف) نیپرا قوانین کی روشنی میں شکایت کنندہ کو ماہ مارچ 2024 میں چھ ماہ کے لیے موجودہ لوڈ (3 KW + 2 AC) پر چارج کیا گیا 8280 یونٹس کا ڈیٹیکشن بل درست کرتے ہوئے حقیقی موجودہ لوڈ (2.3 KW+One AC) پر جاری کیا جائے۔

(ب) درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, December 31 , 2024