



Before the Appellate Board
National Electric Power Regulatory Authority
(NEPRA)
Islamic Republic of Pakistan

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No. NEPRA/Appeal/007/2025/ *886*

September 26, 2025

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| 1. Usman Abbas,
S/o. Mian Muhammad Abbas,
R/o. 171/A, G. T. Road,
Baghbanpura, Lahore | 2. Chief Executive Officer,
LESCO Ltd,
22-A, Queens Road,
Lahore |
| 3. Saeed Ahmed Bhatti,
Advocate High Court,
66-Khyber Block, Allama Iqbal Town,
Lahore
Cell No. 0300-4350899
0333-4350899 | 4. Assistant Manager (Operation),
LESCO Ltd,
Baghbanpura Sub Division,
Lahore |
| 5. POI/Electric Inspector
Lahore Region-I, Energy Department,
Govt. of Punjab, Block No. 1,
Irrigation Complex, Canal Bank,
Dharampura, Lahore | |

Subject: **Appeal No.007/2025 (LESCO vs. Usman Abbas) Against the Decision Dated 10.12.2024 of the Provincial Office of Inspection to Government of the Punjab Lahore Region-I, Lahore**

Please find enclosed herewith the decision of the Appellate Board dated 26.09.2025 (04 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: **As Above**

(Ikram Shakeel)
Deputy Director
Appellate Board

Forwarded for information please.

1. Director (IT) –for uploading the decision of the Appellate Board on the NEPRA website



National Electric Power Regulatory Authority

Before the Appellate Board

In the matter of

Appeal No.007/POI-2025

Lahore Electric Supply Company Limited

.....Appellant

Versus

Usman Abbas, S/o. Mian Muhammad Abbas,
R/o. 171/A, G. T. Road, Baghbanpura, Lahore

.....Respondent

APPEAL U/S 38(3) OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

Mr. Saeed Ahmed Bhatti Advocate

For the Respondent:

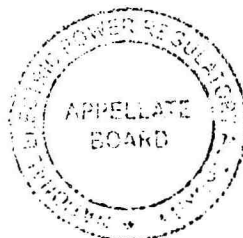
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DECISION

1. Through this decision, the appeal filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 10.12.2024 of the Provincial Office of Inspection, Lahore Region-I, Lahore (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Mr. Usman Abbas (hereinafter referred to as the "Respondent") is a commercial consumer of the Appellant bearing Ref No.44-11354-0507609-U with a sanctioned load of 5 kW and the applicable Tariff category is A-2(a). The billing meter of the Respondent was checked by the Metering & Testing (M&T) team of the Appellant on 03.05.2019 and reportedly, the display of the impugned meter was found washed out. Therefore, a detection bill for Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 was charged to the Respondent on the basis of 30% load factor of the connected load, i.e., 11.32 kW, and added to the bill for July 2019.
3. Being aggrieved with the above actions of the Appellant, the Respondent filed a complaint before POI on 25.11.2022 and assailed the above detection bill. The complaint of the Respondent was disposed of by POI vide the decision dated 10.12.2024, wherein the detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 was cancelled. As per the POI decision, the Appellant was directed to charge the bills w.e.f.

Appeal Nos.007/POI-2025

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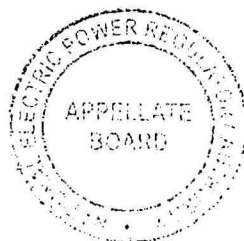
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May 2019 and onwards till the replacement of the impugned meter on DEF-EST code.

4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI (the "impugned decision"), which was registered as Appeal No. 007/POI-2025. In its appeal, the Appellant contended that the impugned meter was found dead stop with vanished display during checking dated 03.05.2019; therefore, a detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 was charged to the Respondent based on 30% load factor of the connected load, i.e., 11.32 kW. The Appellant further contended that the impugned decision is against the law and facts of the case; that the POI misconstrued the real facts of the case and erred in declaring the detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 as null and void; that the aforesaid detection bill was fully proved through authentic documents and consumption data; that Clause 4.3.3c(ii) of CSM-2021 could not be made applicable in the instant case; that the POI neither recorded evidence nor perused the relevant record/consumption data and decided the application on mere surmises and conjectures; that the POI failed to appreciate that the complaint could not be entertained as no notice as required under Section 26(6) of the Electricity Act, 1910 was ever served upon the Appellant before filing the same; and that the impugned decision is liable to be set aside.
5. Notice dated 16.01.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however, were not filed.
6. Hearing was conducted at NEPRA Regional Office Lahore on 12.06.2025, wherein the learned counsel tendered appearance for the Appellant, and no one tendered appearance for the Respondent. Learned counsel for the Appellant contended that the billing meter was found dead with a vanished display during the checking dated 03.05.2019 of the Appellant, as such, the detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 was debited to the Respondent to recover the revenue loss sustained by the Appellant. As per learned counsel for the Appellant, the above detection bill was cancelled by the POI without perusing the documentary evidence. According to learned counsel for the Appellant, three more connections are installed on the premises of the Respondent, and the Respondent consumed the electricity of the said connections through the defective meter of the disputed connection. Learned counsel for the Appellant finally prayed that the impugned decision be set aside and the recovery of the above detection bill be allowed, being justified and payable by the Respondent.



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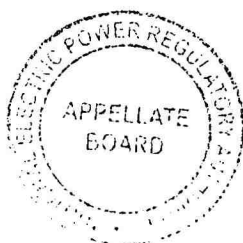


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7. Arguments were heard and the record was perused. Following are our observations:
- i Detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019:
The metering equipment of the Respondent was checked by the Appellant on 03.05.2019, and reportedly, the impugned meter of the Respondent was found dead stop with a vanished display. Therefore, a detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 was debited to the Respondent on the basis of 30% load factor of the connected load, which is under dispute.
 - ii It is observed that the impugned meter was found dead stop with a vanished display. In such scenario, the Appellant may charge the detection bill maximum for two months retrospectively, and the basis of charging the said detection bill be made as per 100% consumption of the corresponding month of the previous year or the average consumption of the last eleven months, whichever is higher. However, the Appellant adopted their own methodology by charging the detection bill for twelve months, which is violative of the ibid clause of the CSM-2010.
 - iii As far as the concern of the Appellant regarding the use of electricity of the other three connections through the defective meter of the impugned connection, the consumption data of all connections is analyzed below:

Month	Before Dispute				Month	Disputed Period				Month	After Dispute			
	C-1	C-2	C-3	C-4		C-1	C-2	C-3	C-4		C-1	C-2	C-3	C-4
Jul-17	553	366	382	93	Jul-18	14	299	485	318	Jul-19	427	598	0	59
Aug-17	482	706	528	127	Aug-18	0	269	374	364	Aug-19	0	984	0	0
Sep-17	600	334	340	122	Sep-18	0	207	34	310	Sep-19	0	903	0	0
Oct-17	400	240	328	59	Oct-18	0	136	135	125	Oct-19	0	570	0	0
Nov-17	393	218	177	23	Nov-18	445	766	201	81	Nov-19	0	1050	0	0
Dec-17	281	464	269	121	Dec-18	0	44	206	293	Dec-19	0	1084	0	0
Jan-18	324	221	228	100	Jan-19	8	1021	201	238	Jan-20	0	800	0	0
Feb-18	263	305	671	69	Feb-19	0	451	200	234	Feb-20	0	811	0	0
Mar-18	422	601	353	131	Mar-19	0	80	174	149	Mar-20	0	389	0	0
Apr-18	638	545	450	229	Apr-19	0	0	196	387	Apr-20	0	408	0	0
May-18	631	1501	641	265	May-19	0	465	126	461	May-20	0	426	0	0
Jun-18	642	960	1116	306	Jun-19	642	359	199	316	Jun-20	0	272	0	0
Total	5629	13589			Total	1109	9904			Total	427	8354		

As evident from the above table, total consumption of the disputed connection of the Respondent is considerably less than the total consumption of the period before the dispute. Even consumption of the other connections of the Respondent considerably dropped during



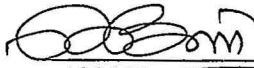
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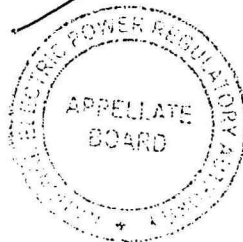
the disputed period, which strengthened the contention of the Appellant that actual consumption was not charged to the Respondent. The Appellant was required to adhere to the provisions of CSM-2010 instead of charging the detection bill for twelve months.


- iv Under these circumstances, we are of the considered view that the detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 charged to the Respondent is unwarranted, inconsistent with the provision of the CSM-2010, and the same is liable to be declared null and void, which is also the determination of the POI.
- v It is an admitted fact that actual consumption could not be charged; therefore, the Respondent is liable to be charged the revised detection bill for two months retrospectively before the checking dated 03.05.2019, and the bills w.e.f checking dated 03.05.2019 and onwards till the replacement of the impugned meter be revised on DEF-EST code as per Clause 4.4(e) of the CSM-2010.
8. Foregoing in view, it is concluded as under:
- i The detection bill of Rs.1,519,794/- for 6,683 units for the period from July 2018 to June 2019 charged to the Respondent is unjustified and the same is cancelled.
- ii The Respondent may be charged the revised detection bill for two months retrospectively prior to the checking dated 03.05.2019, and the bills w.e.f checking dated 03.05.2019 and onwards till the replacement of the impugned meter be revised on DEF-EST code as per Clause 4.4(e) of the CSM-2010.
- iii The billing account of the Respondent be overhauled accordingly.
9. The appeal is disposed of in the above terms.


Abid Hussain
Member/Advisor (CAD)

Dated: 26-09-2025


Naweed Illahi Sheikh
Convener/DG (CAD)




Muhammad Irfan-ul-Haq
Member/ALA (Lic.)