



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs
Department

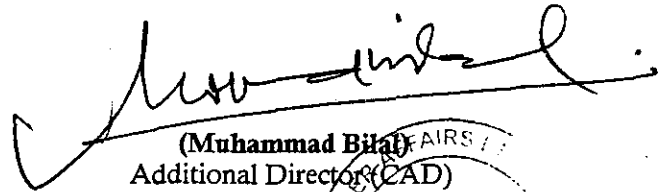
TCD.05/ 2197 -2025
May 30, 2025

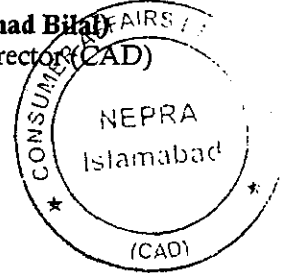
Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASADULLAH THROUGH MUZAMMAL RAFIQ, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 45 11736 0924700).**
LESCO-NHQ-52880-04-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated May 30, 2025, regarding the subject matter for necessary action.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)



Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial), LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. Mr. Nauman Mahmood Malhi,
Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
0370-4990220/ 042-99204859
Email: dmcs1lesco@gmail.com
5. Mr. Asadullah through Muzammal Rafiq,
Mandi Kanganpur, Tehsil Chunian,
District Kasur.
0302-7079420



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-52880-04-25

Mr. Asadullah through Muzammal Rafiq,
Mandi Kanganpur, Tehsil Chunian,
District Kasur.
0302-7079420

..... Complainant

VS.

Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

..... Respondent

Hearing:

May 09, 2025

On Behalf of the Complainant:

Mr. Muzammal Rafiq

On Behalf of Respondent/ LESCO:

Mr. Faizan Qadir, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASADULLAH THROUGH MUZAMMAL RAFIQ, SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 45 11736 0924700).

This decision shall dispose of the complaint filed by Mr. Asadullah through Muzammal Rafiq, Mandi Kanganpur, Tehsil Chunian, District Kasur (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. Brief facts of the case are that the Complainant filed a complaint with NEPRA regarding charging of detection bills. The matter was taken up with LESCO. In the meanwhile, the Complainant approached Lahore High Court vide writ petition No. 22032/2025. Subsequently; the case was dismissed as withdrawn vide order dated April 15, 2025. In order to proceed in light of order of the court, a hearing was held on May 09, 2025 at NEPRA Head Office, Islamabad, which was attended by both the parties. During the hearing, the following decision was arrived at between the parties:

- i. The Complainant will pay detection bill issued on the basis of security breach/data download report for 88511 units.
- ii. The Complainant will clear all arrears on account of current bills.
- iii. LESCO charged 8 x detection bill for 34-months on account of direct supply wherein 10-months were observed overlapping period, therefore, LESCO officials agreed to withdraw detection bill of overlapped period.
- iv. Detection bills charged for 24-months will be revised for 12-months (50%) through Circle Review Committee.

3. The Complaint is disposed of in the above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 30, 2025

