



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

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

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/3902-2025
September 12, 2025

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

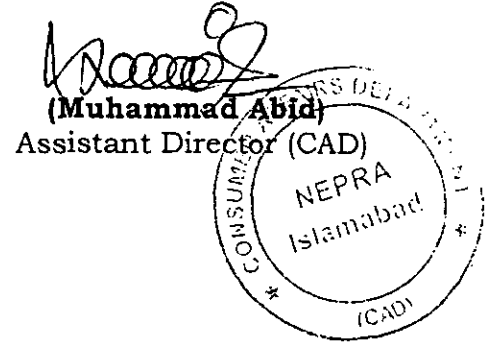
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID RASHID
C/O AMMARIAN INDUSTRY PVT. LTD. UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION
BILL (REF 24 11354 9001206).
Complaint No. LESCO-LHR-51920-03-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 12, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director (CAD),
NEPRA Regional office, 54-B, Link Arcade, GECH Society, (For follow-up please.)
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
5. Mr. Khalid Rashid C/o Ammarian Industry (Pvt.) Ltd,
Ammarco Street No.2, Karol Ghatti Interchange,
Ring Road, Lahore.
Cell: 0321-8400126 & 042-36885536





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

Complaint No. LESCO-LHR-51920-03-25

Mr. Khalid Rashid

Ammarco Street No. 02, Karol Ghati Interchange
Ring Road, Lahore.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: May 07, 2025
June 10, 2025

**On behalf of
Complainant:**

Mr. Aamir Khalid
Shiekh Muhammad Ali Advocate/Counsel
Mr. Arslan Rathor Advocate
Mr. Abdul Hafeez Advocate

Respondent:

Mr. Kamran Naveed, XEN (Operation), LESCO
Mr. Ibrahim Mufti Addl. XEN (Operation), LESCO
Mr. Ata Ullah Khatak SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID RASHID C/O AMMARIAN INDUSTRY PVT. LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 24-11354-9001206).

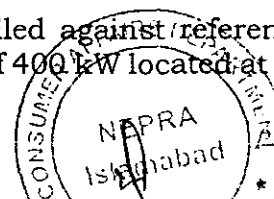
DECISION

This decision shall dispose of the complaint filed by Mr. Khalid Rashid C/o Ammarian Industry Pvt. Ltd. (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 its complaint submitted that exorbitant detection bill amounting to Rs. 20,750,614/- during month of February, 2025 was charged by LESCO against its industrial connection with the mala fide intent. The Complainant disputed the detection bill on the pretext of non-adherence of relevant clauses of Consumer Service Manual (CSM) and delay in detecting the discrepancy by LESCO. The matter was taken up with LESCO and hearings were held at NEPRA Head Office, Islamabad which were attend by both the parties and matter was discussed in detail. During the hearings, LESCO officials apprised that the detection bill of 382400 units based on 33.3 % slowness i.e. one phase dead of both the billing and back up meters, was charged against the Complainant's account for the period spanning over (16) months; duly conceived from the actual consumption recorded during the defective period. In agitation, quantum and rationale of the detection bill was disputed by the Complainant and matter remained inconclusive due to conflicting arguments.

3. The case has been examined in detail in the light of the written/verbal arguments of both parties, hearings conducted and applicable law. The following has been concluded:

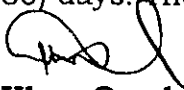
- i. The Complainant's industrial connection installed against reference number i.e. 24-11354-9001206 having sanctioned load of 400 kW located at Karol Ghati




Interchange, Ring Road, Lahore was charged a supplementary bill of 382400 units & 1916 kW (MDI) on the basis of meter's defectiveness i.e. one phase dead. The dispute raised by the Complainant was that the same has been charged by LESCO for excessive time period.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged supplementary bill of 382400 units & 1916 kW (MDI) based on the meter defect i.e. yellow phase dead of the installed metering infrastructure. The meter was checked on March 03, 2025 by LESCO and was found 33.3% slow for approximately (16) months since November 20, 2023 as per data download report of billing meter. Hence, the bill was calculated by enhancement of multiplying factor (MF) from (160) to (240) against accumulated index reading i.e. 4780 & 1916 kW (MDI) since November 20, 2023 till March 03, 2025.
- iii. Clause 7.5.3 of Consumer Service Manual (CSM) read with clarification issued on March 26, 2021 provides that if due to any reason, charges i.e. multiplying factor, tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by DISCO; difference of these charges can be raised within one year for maximum period of (6) months, retrospectively. As per the SOP, the M&T Department, LESCO carries out the site inspection of installed metering infrastructure every six (6) months. However, in this case, record is silent whether earlier LESCO officials checked the site or not and it appears that neither the connection had been checked nor the discrepancy was pointed out by LESCO. It is an established fact that one phase of the meter was dead since November, 2023, however, it's pointing out and redressal was skipped until March, 2025.
- iv. According to clause 6.1.4 CSM, meter readers shall also check 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 standard practice. Moreover, the Complainant's connection involving the meter reading being taken by the concerned SDO (Operation) allows LESCO to identify and report any discrepancy immediately after its occurrence for consequent rectification and avoid nonrealistic financial burden over consumers, which was also not adhered to by LESCO in the instant matter.
- v. In contrast with the above, the extraordinary supplementary bill spanning over the period of 16 months was charged to the Complainant all at once. LESCO failed to point out discrepancy in time. In view of the above, penalizing the Complainant for entire period (16) months on part of incompetency of LESCO officials is not justified.

4. Foregoing in view, LESCO is directed to revise the supplementary bill of 382400 units only for period of six months prior to checking and enhance multiplying factor till replacement of the meter/removal of the discrepancy. Revised bill be shared with the Complainant within (30) days. The instant 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 (CAD)


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 12, 2025

