

**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.05/4986
-2025
August 04, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NASIR UMAR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#06 11513 0592902 U)**
Case No. LESCO-LHR-48321-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 04, 2025 regarding the subject matter for necessary action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
3. LESCO, 22-A, Queens Road, Lahore.
S.E 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Gulberg Division, LESCO
132 kv Grid Station, Garden Town,
Kalma Chowk, Lahore.
5. Mr. Nasir Umar
R/O Shop No. 05, 20 Civic Center, Barkat Market, Lahore.
Cell#0324-4017285





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

Complaint No. LESCO-LHR-48321-12-24

Mr. Nasir Umar

Shop No. 05, 20 Civic Center, Barkat Market, Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: April 24, 2025
July 24, 2025

Complainant: Mr. Nasir Umar

Respondent: Mr. Mansoor Ahmed Khan SDO (Operation), LESCO
Engr. Tafseer Ahmad, SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NASIR UMAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 06-11513-0592902)

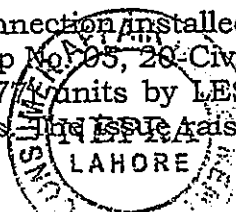
DECISION

This decision shall dispose of the complaint filed by Mr. Nasir Umar (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "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. NEPRA received a complaint from Mr. Nasir Umar wherein the Complainant submitted that a detection bill was charged by LESCO during the month of November, 2024 as outstanding arrears amounting to Rs.288543/- having lapse of several months against its replaced meter. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were charged against the Complainant's account. Upon which, the Complainant raised its observations and challenged the delay in charging of the belated adjustment.

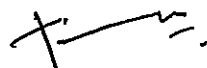
3. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- i. The Complainant's commercial connection installed against a reference number i.e. 06-11513-0592902 located at Shop No. 05, 20 Civic Center, Barkat Market, Lahore was charged detection bill of (5077) units by LESCO during November, 2024 on account of the meter defectiveness. The issue raised by the Complainant was that



the mala fide exorbitant detection bill has been charged by LESCO accruing a considerable delay.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill of (5077) units during November, 2024 on account of the actual consumption of defective meter replaced during March, 2023. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was replaced during March, 2023. Subsequently, a detection bill based on the retrieved units was, later, charged during November, 2024 accruing considerable delay of approximately (21) months while standing in direct violation of CSM.
- iii. Hence, charging of detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (21) months in instant matter which requires withdrawal of the detection bill.
4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of (5077) units charged to the Complainant during November, 2024 and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in the matter are being closed by this office.


(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, August 04, 2025


(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

