



**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.

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**Consumer Affairs
Department**

POL.05/5080-2025
August 06, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY ENGR. SAQIB REHMAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING (REF# 10 11533 1175545 U)**
Case No. LESCO-LHR-56678-07-25

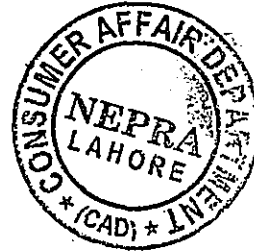
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 06, 2025 regarding the subject matter for necessary action, please.

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)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO, 425-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat,
Near PEL Factory, Lahore.
5. Engr. Saqib Rehman
R/O opposite Jamia Masjid Gulzar E Madina,
Rehmat Colony, Nishtar Colony, Lahore
Cell#0321-7797159





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-56678-07-25

Engr. Saqib Rehman
Opposite Jamia Masjid Gulzar E Madina,
Rehmat Colony, Nishtar Colony, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 24, 2025

Complainant: Mr. Saqib Rehman

Respondent: Mr. Amjad Hussain Nagra, XEN (Operation), LESCO
Mr. Sajid, Revenue Officer, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY ENGR. SAQIB REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 13-11533-1175545)

DECISION

This decision shall dispose of the complaint filed by Engr. Saqib Rehman (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 Engr. Saqib Rehman wherein the Complainant submitted that a detection bill was charged by LESCO during the month of June, 2025 amounting to Rs. 52,616/- and requested for its withdrawal. 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 was checked by LESCO during June, 2025 and found as reading stopped as per which the detection bill of 808 units was charged to the Complainant.

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 residential connection installed against a reference number i.e. 10-11533-1175545 located at Opposite Jamia Masjid Gulzar-e-Madina, Rehmat Colony, Lahore was charged a detection bill of (808) units by LESCO during June, 2025 on account of the meter defectiveness i.e. reading dead-stop on running load. The issue raised by the Complainant was that the detection bill has been charged by LESCO inconsiderate of healthy consumption.

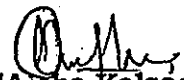
CRC Decision-Mr. Saqib Rehman- LESCO-LHR-56678-07-25

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- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of three months i.e. April to June, 2025 on the basis of load while the same is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill as per which LESCO is restricted to charge detection bill in an order of priority i.e. previous consumption history, future consumption and lastly on the load basis, as envisaged in same clause. Moreover, the same is not applicable in instant matter whereby the cause of meter malfunction has not been attributed in the form of illegal abstraction against the Complainant. Clause 9.2.2 of the CSM also obligates LESCO to adopt a specific procedure for the establishment of revenue loss which has also not been followed by LESCO in the instant matter.
- iii. The analysis of consumption history illustrates that the Complainant maintained a consistent consumption during the period i.e. April and May, 2025 commensurate with the actual consumption recorded during the preceding months, in support of the argument that the meter was, in actual, healthy during same period. Moreover, the Complainant was also charged average bill during established defective month of June, 2025. Considering the above consumption pattern, the same disputes charging of the detection bill based on the unproved revenue loss without any considerable consumption dip which also raises to the compound charging and is not warranted. The billing record reflects that the Complainant consumed healthy units i.e. 225 prior to the meter being declared dead stop which renders the period of detection unreasonable as unjustifiably extended over the healthy period.
- iv. Duly Considering above narration along with the fact that the Complainant was also charged healthy regular & average bill during the detection period i.e. April to June, 2025 while LESCO remained unable to prove the revenue loss claimed by detection bill, does not merit charging of detection bill on the basis of dead stoppage. Hence, the detection bill, lacking due justification, charged to the Complainant is required to be withdrawn.
4. Foregoing in view, LESCO is directed to withdraw detection bill of 808 units charged to the Complainant during June, 2025. 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)


(Aisha Kalsoom)
Member, Complaints Resolution
Committee /Assistant Director (CAD)

Lahore, August 06, 2025

