



**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.05/5255-2025
August 11, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RANA SHUJAT
ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING AVERAGE BILLING & REPLACEMENT OF
DEFECTIVE METER (REF# 10 11272 1392700)**
Case No. LESCO-LHR-45511-10-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated August 11, 2025 regarding the subject matter for necessary action,
please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. The Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Johar Town Division, LESCO
Chandni Chowk Near Cine Star Cinema, Township, Lahore
5. Rana Shujat Ali
R/O 514, E-2, WAPDA Town, Lahore.
Cell# 0333-0483487





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-45511-10-24

Rana Shujat Ali
514, E-2 Wapda Town, Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: February 18, 2025
May 13, 2025
July 31, 2025

On behalf of:
Complainant: Rana Shujat Ali

Respondent: Mr. Irfan Ali SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY RANA SHUJAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 10-11272-1392700)**
Case No. LESCO-LHR-45511-10-24

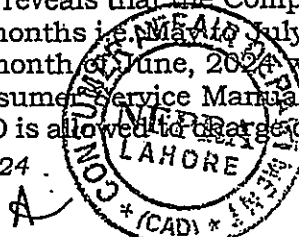
DECISION

This decision shall dispose of the complaint filed by Rana Shujat Ali (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. NEPRA received a complaint wherein the Complainant disputed the charging of exorbitant detection bill amounting to Rs. 130,846/- by LESCO. The case was taken up with LESCO and in response, LESCO submitted that the detection bill of 1956 units was charged against the Complainant's account on the pretext of meter dead stop. In order to analyze the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties wherein the matter was discussed in detail.

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

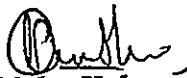
- i. The Complainant's residential connection, bearing reference number i.e. 10-11272-1392700 was issued a detection bill of 1956 units during September, 2024 on account of the dead stoppage of meter. The dispute raised by the Complainant was that the exorbitant detection bill was charged by LESCO inconsiderate of the fact that the average bills were already charged during the defective period.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of 3 months i.e. May to July, 2024 based on the actual consumption during the month of June, 2024 which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill as per which LESCO is allowed to charge detection bill only for



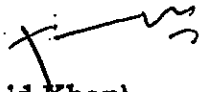
maximum period of three months and in an order of priority i.e. previous consumption history, future consumption and lastly on the load basis which has not been followed by LESCO in the instant matter. Moreover, clause 9.2.2 of CSM also obligates LESCO to adopt defined/specific procedure for establishment of revenue loss which has also not been followed by LESCO in instant matter. The detection criteria based on the actual consumption of June, 2024, lying in between the detected period of dead stoppage i.e. May, 2024 to July, 2024, does vacate any justification.

- iii. The consumption history reveals that the Complainant was charged healthy average bills during the detection period while the connection remained defective during the same period. As above, volume of levied consumption was found commensurate with corresponding months of previous year i.e. 2023. Thus, scrutiny of the Complainant's electricity consumption does not reflect any dip during the disputed period. The same underlines fact that detection bill charged to the Complainant is devoid of any solid grounds as the revenue loss claimed through the detection bill remains unproven by perusal of the consumption history. Moreover, the Complainant also maintained the nominal electricity consumption following the meter replacement, disputing volume and rationale of detection bill as charged by LESCO.
- iv. According to the clause 4.3 of CSM, LESCO is required to replace defective meters immediately or within two billing cycles in case of non-availability of material and can only charge average bills for the maximum period of two months. However, considering the replacement of meter after lapse of two billing cycles along with non-submission of any relevant material shortage evidence in LESCO, it can be concluded that LESCO officials have conceived the allowance of two billing cycles wrongly and failed to replace defective meter, immediately. Moreover, due to sheer negligence of the LESCO officials regarding non-replacement of defective meter, average bill were also charged against the Complainant for the period of six months.
- v. The recorded facts based on the above narration provide that LESCO failed to submit rationale behind the charging of exorbitant detection bill as the same is rebutted by healthy average bills charged during the same period. Hence, detection bill without supporting assertions renders itself invalid after above consideration which raises to the level of compound charging and is not warranted. Hence, the impugned bill does remain uncorroborated as per the consumption history and is a violation of relevant clause of CSM and is required to be withdrawn.

4. Foregoing in view, LESCO is directed to withdraw detection bill of 1956 units and revised bill be shared with the Complainant within thirty (30) days. The instant matter is being disposed in above terms.


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, August 11, 2025

