



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office

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Link Road, Model Town, Lahore.
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**Consumer Affairs
Department**

POL.05/5560 -2025
August 13, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIQAR ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING ARREARS IN THE BILL (REF# 09 11221
0639722 U, 09 11221 9003380 U)
Case No. LESCO-LHR-53791-05-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated August 13, 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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Raiwind Division, LESCO
Lahore Road Raiwind.
5. Mr. Zulfiqar Ali
R/O House No. 69, Block A, Gulshan, Lahore.
Cell#0307-5207736





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

Complaint No. LESCO-LHR-53791-05-25

Mr. Zulfiqar Ali
House No. 69, Block A, Gulshan, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 19, 2025

Complainant: Mr. Zulfiqar Ali

Respondent: Mr. Ali Raza, XEN (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIQAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF # 09-11221-0639722)

DECISION

This decision shall dispose of the complaint filed by Mr. Zulfiqar Ali (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. Zulfiqar Ali wherein the Complainant submitted that a detection bill was charged by LESCO during the month of April, 2025 as outstanding arrears amounting to Rs. 165,706/- 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 residential connection installed against a reference number i.e. 09-11221-0639722 located at Plot No. 69, Gulshan-e-Lahore Scheme, Lahore was charged detection bill of (1027) units by LESCO during April, 2025 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 documentary evidence reveals that the Complainant was charged detection bill of (1027) units during April, 2025 on account of actual consumption of defective meter replaced during December, 2024. 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 available record, the Complainant's meter was declared defective and was replaced during December, 2024. Subsequently, a detection bill based on the retrieved units was, later, charged during April, 2025 accruing considerable delay of approximately (04) months while standing in direct violation of CSM.
- iii. Hence, charging of the 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 three (3) months of malfunction, however, actually levied by LESCO after delay of (4) 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 1027 units charged to the Complainant during April, 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)

Lahore, August 13, 2025


(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

