



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.05/6037-2025
September 15, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BANARAS KHAN
S/O KHAWAS KHAN UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 09 11216
0675000 U)**

Case No. LESCO-LHR-51579-03-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC); dated September , 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 Township Division, LESCO
132kv Gird Station Chandni Chowk Township, Lahore.
5. Mr. Banaras Khan S/O Khawas Khan
R/O Masjid Kamatee Hayata Rasool,
Akbar Shaheed Road, Kot Lahkpat, Lahore
Cell#0321-4653958





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-51579-03-25

Mr. Banaras Khan

Masjid Kamatee Hayata Rasool,
Akbar Shaheed Road, Kot Lahkpat, Lahore.

.....**Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

.....**Respondent**

Date of Hearing: June 19, 2025
September 04, 2025

Complainant: Mr. Banaras Khan

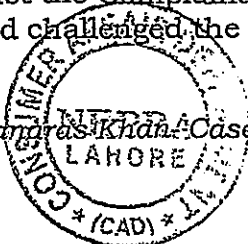
Respondent: Mr. Hammad Raza, SDO (Operation), LESCO
Mr. Mumtaz Ahmad, SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BANARAS KHAN S/O KHAWAS KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 09 11216 0675000 U)

DECISION

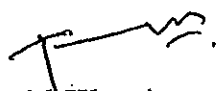
This decision shall dispose of the complaint filed by Mr. Banaras Khan (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mr. Banaras Khan wherein the Complainant submitted that a detection bill was charged by LESCO during the month of February, 2025 as outstanding arrears amounting to Rs. 400,218/- having lapse of several months against its replaced meter. The matter was taken up with LESCO and in response LESCO submitted that data download units were charged against the Complainant's account. In order to finalize the matter, hearings were 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, then charged against the Complainant's account. Upon which, the Complainant raised its observations and challenged the delay in charging of 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. 09-11216-0675000 was charged a detection bill of (5428) units by LESCO during February, 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 the documentary evidence reveals that the Complainant was charged detection bill of (5428) units during the month of February, 2025 on account of actual consumption of defective meter replaced during May, 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 the available record, the Complainant's meter was declared defective October, 2023 and was replaced during the month of May, 2024. Subsequently, a detection bill based on the retrieved units was, later, charged during February, 2025 accruing considerable delay of approximately (17) 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 (3) months of malfunction, however, actually levied by LESCO after delay of (17) 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 5428 units charged to the Complainant during February, 2025 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)


(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

Lahore, September 15, 2025

