



**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

**Department**

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

POL.05/<sup>5460</sup>-2025  
August 20, 2025

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATHAR MASOOD  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING ARREARS IN THE BILL (REF#15 11261 0576100)**  
**Case No. LESCO-LHR-34985-02-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 20, 2025 regarding the subject matter for necessary action, please.

Encl: As above

**Copy to:**

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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 Shahpur Division, LESCO  
132kv Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Athar Masood  
R/O Shop No. 11, A-Mart 30/Civic Centre  
Subhan Plaza Mustafa Town, Lahore  
Cell# 0323-6062961

  
(Aisha Kalsoom)  
Assistant Director (CAD)





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

**Complaint No. LESCO-LHR-34985-02-24**

**Mr. Athar Masood**  
Shop No. 11, A-Mart 30/Civic Centre  
Subhan Plaza Mustafa Town, Lahore.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** February 29, 2025  
July 24, 2025

**Complainant:** Mr. Athar Masood (Online)

**Respondent:** Mr. Muhammad Azhar, LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATHAR MASOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF # 15-11261-0576100)**

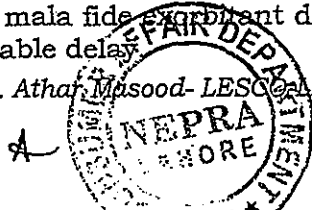
**DECISION**

This decision shall dispose of the complaint filed by Mr. Athar Masood (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. Athar Masood wherein the Complainant submitted that a detection bill was charged by LESCO during the month of January, 2024 as outstanding arrears amounting to Rs. 24,308/- 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 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 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:

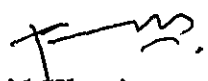
- i. The Complainant's commercial connection installed against a reference number i.e. 15-11261-0576100 located at 11, Subhan Center 30, Civil Centre, Mustafa Town, Lahore was charged detection bill of (502) units by LESCO during January, 2024 on account of the meter defectiveness. The issue raised by 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 502 units during January, 2024 on account of actual consumption of defective meter replaced during November, 2022. 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 replaced during November, 2022 and subsequently, detection bill based on the retrieved units was, later, charged during January, 2024 accruing considerable delay of approximately (15) months while standing in direct violation of CSM.

iii. Hence, charging of the detection bill on 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 (15) months in the instant matter which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of (502) units charged to the Complainant during January, 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)

  
(Aisha Kalsoom)

Member, Complaints Resolution  
Committee /Assistant Director (CAD)

Lahore, August 20, 2025

