



**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.05/4662-2025
July 23, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AWAIS RSHEED
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 46 11531 0297602 U)
Case No. LESCO-LHR-54119-05-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 23, 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. Mr. Awais Rasheed
R/O Moza They Panju Gajjumata,
Near Ibrahim Masjid, Ailah Hoo Pulli, Lahore
Cell#0323-4299774, 0300-8486778



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

Complaint No. LESCO-LHR-54119-05-25

Mr. Awais Rasheed

Moza They Panju Gajjumata,
Near Ibrahim Masjid, Allah Hoo Pulli, Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: May 21, 2025
July 10, 2025

Complainant: Mr. Awais, LESCO

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AWAIS RSHEED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 46-11531-0297602)

DECISION

This decision shall dispose of the complaint filed by Mr. Awais Rasheed (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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. Awais Rasheed wherein the Complainant submitted that a detection bill was charged by LESCO during the month of March, 2025 as outstanding arrears amounting to Rs. 259,068/- 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 the 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 industrial connection installed against a reference number i.e. 46-11531-0297602 was charged detection bill of (6301) units by LESCO during March, 2025 on account data retrieval units. The issue raised by the Complainant was that exorbitant detection bill has been charged by LESCO according to considerable delay.

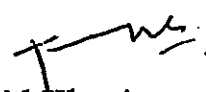


ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill of (6301) units during March, 2025 on account of actual consumption of defective meter replaced during May, 2023. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within (3) months of display wash. However, as per available record, the Complainant's meter was replaced during May, 2023. Subsequently, detection bill based on the retrieved units was, later, charged during March, 2025 after the lapse of approximately (24) months while standing in direct violation of CSM.

iii. During scrutinizing of record, it was also revealed that the meter remained healthy and maintained nominal consumption until its replacement during May, 2023 which does commensurate with the actual consumption recorded during following months since the meter replacement. Thus, the meter removed on May 16, 2023 having recorded index reading i.e. (26663) as corroborated by relevant MCO and retrieved final reading as (32958), does point towards the huge discrepancy on part of LESCO officials and raises serious concerns.

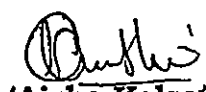
iv. Hence, charging of the detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by LESCO after delay of (24) months and considering the fact that regular bills as per the actual onsite consumption was charged to the Complainant preceding to the meter replacement, which requires withdrawal of the detection bill.

4. Foregoing in view, LESCO is directed to waive off aforementioned detection bill of 6301 units charged to the Complainant during March, 2025 and revised bill be issued to the Complainant within thirty (30) days. LESCO is also directed to inquire the matter regarding unjustified charging of exorbitant units and fix responsibility for such negligence. Further proceedings in the matter are being closed by this office.


(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, July 23, 2025


(Aisha Kalsoom)

Member, Complaints Resolution
Committee /Assistant Director (CAD)

