



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

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Link Road, Model Town, Lahore.

Phone: 042-99333931

Consumer Affairs Department

POL.05/S652-2025
August 28, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHEIKH NAUMAN
UL HAQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#16 11513 0472400)
Case No. LESCO-LHR-51223-3-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 28, 2025 regarding the subject matter for necessary action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

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 Gulberg Division, LESCO
132 kv Grid Station, Garden Town,
Kalma Chowk, Lahore.
5. Mr. Sheikh Nauman Ul Haque
R/O 112-A, Babar Block, New Garden Town, Lahore
Cell#0300-8488078





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

Complaint No. LESCO-LHR-51223-03-25

Sheikh Nauman ul Haque
112-A, Babar Block, New Garden Town, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 24, 2025
July 24, 2025

**On behalf of
Complainant:** Sheikh Nauman ul Haque

Respondent: Mr. Mansoor Ahmad Khan, SDO (Operation), LESCO
Mr. Tafseer Ahmad, SDO (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY SHEIKH NAUMAN UL HAQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 16-11513-0472400)

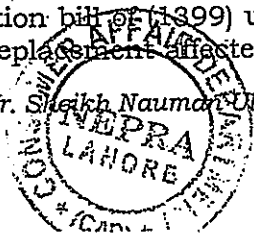
DECISION

This decision shall dispose of the complaint filed by Sheikh Nauman-ul-haque (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 Sheikh Nauman-ul-haque wherein the Complainant submitted that a detection bill was charged by LESCO during the month of February, 2025 as outstanding arrears amounting to Rs. 81,385/- having lapse of several months against its replaced meter. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's meter was replaced during August, 2023 while units retrieved through M&T, LESCO were, charged against the Complainant's account as per the data retrieval report. Upon which, the Complainant raised its observations and challenged delay in charging of belated adjustment.

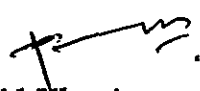
3. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- i. The Complainant's residential connection installed against a reference number i.e. 16-11513-0472400 located at 112-A Block, New Garden Town, Lahore was charged a detection bill of (1399) units by LESCO during February, 2025 on account of the meter replacement effected during the month of August, 2023. The issue raised by

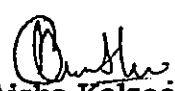


the Complainant was that the mala fide exorbitant detection bill has been charged by LESCO accruing a considerable delay.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill of (1399) units during the month of February, 2025 based on actual consumption of the meter replaced during month of August, 2023 on account of the upgradation to net-metering connection. According to clause 7.5.3 of Consumer Service Manual (CSM), if due to any reason, charges i.e. multiplying factor, tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by DISCO; difference of these charges can be raised within one year for maximum period of (6) months, retrospectively. The same can be translated into the instant matter whereby healthy meter replaced in lieu of bi-directional meter, was introduced to data retrieval after the extraordinary time period while units as retrieved were also charged at very belated stage. The same constitutes the sheer violation of prudent practices ought to be adopted by LESCO officials in true letter and spirit and thus does not endorse the charging of units at an extremely delayed point of time.
 - iii. As per the available record, the Complainant's meter was replaced during August, 2023 and subsequently, detection bill based on the retrieved units was charged during February, 2025 accruing considerable delay of approximately (20) months while standing in direct violation of CSM. The analysis of consumption history also reflects that the Complainant maintained nominal electricity consumption prior to the meter replacement without significant dip being commensurate with the actual consumption charged during corresponding months of previous years. Moreover, the Complainant was also charged regular bills prior to the meter replacement as per actual meter reading snaps, disputing the volume and rationale of detection bill as charged by LESCO.
 - iv. Hence, charging of 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 (1) year, however, actually levied by LESCO after delay of (20) 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 1399 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, August 28, 2025

