

**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.05/4823-2025
July 29, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS MAHMOOD
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#16 11564 2414400 U)
Case No. LESCO-LHR-58192-07-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 29, 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. The 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 Defense East Division LESCO,
425-EE, DHA Ghazi Road, Lahore.
5. Mr. Waqas Mahmood
R/O C-144 Phase 8, DHA, Lahore.


(Aisha Kalsoom)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-58192-07-25

Mr. Waqas Mahmood
C-144 Phase 8, DHA, Lahore.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: July 29, 2025

Complainant: Mr. Waqas Mahmood (Online)

Respondent: Mr. Usman Rehmat, SDO, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS MAHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 16-11564-2414400)

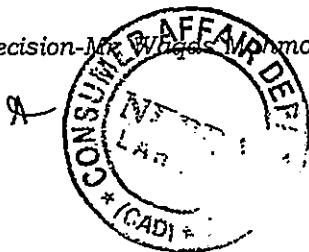
DECISION

This decision shall dispose of the complaint filed by Mr. Waqas Mahmood (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. Waqas Mahmood wherein the Complainant submitted that a detection bill was charged by LESCO during the month of July, 2025 as outstanding arrears amounting to Rs. 91,230/- 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 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. 16-11564-2414400 located at C-144, Phase-8, DHA, Lahore was charged detection bill of (1574) units by LESCO during the month of July, 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.

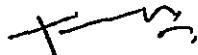


ii.

Perusal of the documentary evidence reveals that the Complainant was charged detection bill of (1574) units during July, 2025 on account of actual consumption of defective meter replaced during September, 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 three months of display wash. However, as per the available record, the Complainant's meter was declared defective and was replaced during September, 2023. Subsequently, a detection bill based on retrieved units was charged during July, 2025 accruing considerable delay of approximately (22) months while standing in direct violation of CSM.

iii. 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 (3) months of malfunction, however, actually levied by LESCO after delay of (22) 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 (1574) units charged to the Complainant during July, 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, July 29 , 2025

