



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

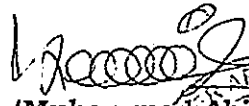
TCD.05/ 5338 -2025  
December 03, 2025

Chief Executive Officer (CEO),  
Lahore Electric Supply Company (LESCO),  
22-A, Queen's Road Lahore.

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF S/O HABIB AHMAD SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (REF# 46 11135 1572104 U). LESCO-LHR-53882-05-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 03, 2025, regarding the subject matter for necessary action and compliance.

**Encl: As above**

  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  
10/01/2025

Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road, Lahore.
2. Incharge Central Complaint Cell, LESCO & -  
Focal Person to NEPRA,  
LESCO, 22-A, Queens Road, Lahore.  
042-99204859.
3. Incharge NEPRA Regional office,  
54-B, Link Arcade, GECH Society,  
Phase-3, Link Road, Model Town, Lahore.
4. S.E 1<sup>st</sup> Circle LESCO,  
132 kV Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
5. XEN Ravi Road Division, LESCO,  
137-Block No.03, Karim Park,  
Kacha Ravi Road, Lahore.
6. Mr. Muhammad Yousaf,  
R/O 25 No. Stop, Main Pindi Dass Road,  
Qasim Park, Jia Musa, Shahdara Lahore.  
0300-8063163

( For follow-up please. )



BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Case No. LESCO-LHR-53882-05-25

Mr. Muhammad Yousaf  
R/O 25 No. Stop, Main Pindi Dass Road,  
Qasim Park, Jia Musa, Shahdara Lahore  
Cell# 0300-8063163

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 13, 2025  
July 03, 2025  
September 11, 2025

Complainant: Mr. M. Muhammad Yousaf

Respondent: Mr. Sooban Siddique, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF S/O HABIB AHMAD SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (REF# 46 11135 1572104 U).

DECISION

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

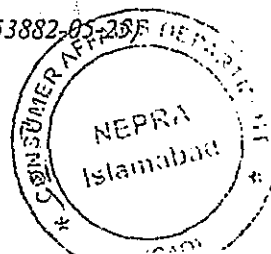
2. Brief facts of the case are that NEPRA received a complaint wherein it was submitted that the Complainant was charged with illegal detection bill by LESCO. The Complainant approached LESCO but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA seeking resolution of his complaint and redressal of his grievance. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit the report within stipulated timeframe. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both parties (i.e., LESCO and the Complainant) who advance their arguments based on their earlier submissions.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's industrial connection installed against reference No. 46 11135 1572104 located at Stop no. 25, Main Pindi Das Road, Qasim Park, J/Musa was charged a detection bill of 22865 units in December, 2023 for six-month period (May 2023 to November, 2023). The meter was removed by LESCO in June, 2024 due to non-payment of the disputed bill. The Complainant was of the view that the detection bill was charged by LESCO officials illegally.
- ii. Perusal of the documentary evidence reveals that the Complainant's meter was checked by M&T on October 27, 2023 and was found to have one phase dead stop.

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CRC Decision: Mr. Muhammad Yousaf vs LESCO (LESCO-LHR-53882-05-25)



Subsequently, a detection bill of 22865 units was charged to the Complainant in December, 2023 for six-month period, which is unjustified as it was calculated for excessive period of six months in a clear violation of Clause 4.3.3 (c) (i) & (ii) of the Consumer Service Manual (CSM), which envisages that "In case slowness is established, DISCO shall enhance **multiplying factor** for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than **two previous billing cycles**. Hence, the aforementioned detection bill of 22865 units, charged in December, 2023 must be revised by LESCO based on 33.3% slowness to cover the period of two months in accordance with the provisions of relevant clause of the CSM.

- iii. There are no allegations against the Complainant for meter tampering/illegal abstraction of electricity/involvement in theft of electricity.

5. Foregoing in view, LESCO is directed to withdraw the detection bill of 22865 units, charged to the Complainant in December, 2023, however, LESCO to charge 33.3% slowness for two months prior to the meter checking date and enhance the multiplying factor till removal of discrepancy / replacement of metering equipment. The revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, December 03, 2025

