



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

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

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/ ⁵⁰⁵⁶ -2025
November 19, 2025

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ILYAS AHMED
S/O MUHAMMAD ISMAIL UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 46 11114
1339200 U).**


Complaint No. LESCO-LHR-15089-08-22

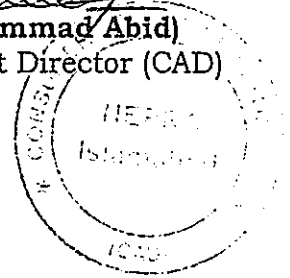
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 19, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
4. Incharge NEPRA Regional Office,
54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
5. Mr. Ilyas Ahmed S/o Muhammad Ismail
R/o Shaheen Abad, Bund Road, Lahore.
Cell: 0333-4310639.


(Muhammad Abid)
Assistant Director (CAD)



[For follow-up please.]



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-15089-08-22

Mr. Ilyas Ahmad,
R/O Shaheen Abad, Bund Road, Lahore.
Cell# 0333-4310639

..... Complainant

Versus

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

..... Respondent

Date of Hearing: February 08, 2023
August 18, 2023
July 04, 2024
January 14, 2025

On behalf of:

Complainant: Mr. Ilyas Ahmad

Respondent: Mr. Engr. Nauman Ahmad Bhatti, XEN, LESCO
Mr. Munir Ahmad, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ILYAS AHMAD S/O MUHAMMAD ISMAIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 46 11114 1339200 U).

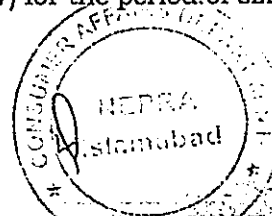
DECISION

This decision shall dispose of the complaint filed by Mr. Ilyas Ahmad (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. The brief facts of the case are that the Complainant in his complaint submitted that LESCO has charged him detection bill of Rs. 193427/- which was later exceeded to Rs. 789061/- during the month of June 2022. The Complainant approached LESCO but the grievances of 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. In response, LESCO reported that the meter of the Complainant was checked by M&T on June 27, 2022 and found its two phases (Red & Yellow) dead stop. Subsequently, the Complainant was charged with detection bill of 25162 units based on connected load (i.e., 14.6 KW) for the period of six months w.e.f. December 2021 to May 2022 to recover loss sustained to LESCO.


3. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties (i.e., LESCO and the Complainant). The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

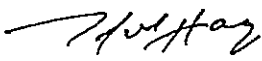
- i. The Complainant is an industrial consumer of LESCO and the connection is installed with reference number 46 11114 1339200 U, under the B1b(09)T tariff. The record reveals that the energy meter of the Complainant was checked by M&T LESCO on June 27, 2022 and found its two phases (Red & Yellow) dead stop. Subsequently, the Complainant was charged with detection bill of 25162 units based on connected load (i.e., 14.6 KW) for the period of six months w.e.f.




December 2021 to May 2022 to recover loss sustained to LESCO. The defective meter was replaced by LESCO in June 2022.

- ii. After a detailed analysis and thorough review of the documentary evidence submitted by both parties, along with their respective arguments, it was revealed that the detection bill charged to the Complainant, based on a defective meter (i.e., Red and Yellow phases dead stop), is unjustified and is clear violation of the Consumer Service Manual (CSM).
 - iii. Relevant clauses of Consumer Service Manual (CSM) elaborate that;
 - 4.3.3 (c) i. *"In case, slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation".*
 - 4.3.3 (c) ii. *"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".*
 - v. The aforementioned detection bill is required to be revised and 66.6% slowness be charged for two months prior to date of checking, in accordance with the provisions of CSM.
 - vi. There are no allegations against the Complainant for involvement in theft of electricity / tampering of energy meter.
4. Foregoing in view, LESCO is directed to withdraw the detection bill of 25162 units and charge 66.6% slowness to the Complainant for two months prior to date of checking and enhance multiplying factor till removal / change of the meter. The revised bill be issued within 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, November 19, 2025

