

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.05/5313-2025
December 03, 2025

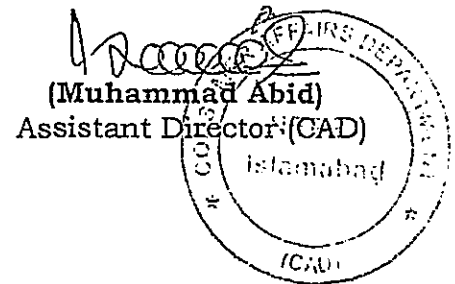
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. USMAN AFTAB
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 16 11563 8416450).
Complaint No. LESCO-LHR-60588-09-25**

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

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. Assistant Director (CAD),
NEPRA Regional office, 54-B, Link Arcade, GECH Society, (For follow-up please.)
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
5. S.E 5th Circle LESCO,
425-EE, DHA Ghazi Road, Lahore.
6. XEN Defence East Division LESCO,
425-EE, DHA Ghazi Road, Lahore.
7. Mr. Usman Aftab,
R/o Sakan 1645 U, Phase 7, DHA, Umer Pura,
Lahore.
Cell: 0321-5690006.



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

Complaint No. LESCO-LHR-60588-09-25

Mr. Usman Aftab Complainant
R/O Sakan 1645 U, Phase 7, DHA, Lahore.
Umer Pura, Lahore

VERSUS

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

Date of Hearing: September 25, 2025

**On behalf of
Complainant:** Mr. Saad Husnain

Respondent: Ashafaq Hussain XEN (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. USMAN AFTAB
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 16 11563 8416450 U).

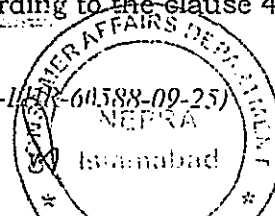
DECISION

This decision shall dispose of the complaint filed by Mr. Usman Aftab (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. Brief facts of the case are that NEPRA received a complaint from Mr. Usman Aftab wherein the Complainant submitted that a detection bill was charged by LESCO amounting to Rs. 884,709/- after lapse of several months against the 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, then charged against the Complainant's account. Upon which, the Complainant raised 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 16 11563 8416450 U located at 1645 U, Phase-7, DHA, Lahore was charged a detection bill of (16385) units by LESCO during August, 2025 on account of the meter defectiveness. The issue raised by the Complainant was that the detection bill has been charged by LESCO accruing a considerable delay.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (16385) units during August, 2025 on account of data retrieval of the meter replaced during December, 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 December, 2023. Subsequently, a detection bill based on the retrieved units was charged during August, 2025 accruing considerable delay of approximately (19) months subsequent to replacement while standing in violation of provision of CSM.

iii. Hence, charging of the detection bill on the basis of data retrieval is not merited as per above mentioned clause of CSM which obligates LESCO to finalize adjustment as per retrieval report within (3) months. The bill charged on defective formula basis are final.

4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 16385 units charged to the Complainant during August, 2025. The Complainant is only liable to be charged average bills during the defective period. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

(Las' kar Khan Qambrani)

Member Complaints Resolution Committee
Director (Consumer Affairs)

(Muhammad Irfan Ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, December 03, 2025

