



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.05/5377-2025
December 05, 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. AKIF ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 13 11563 5912601).

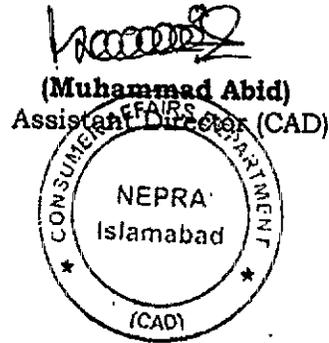
Complaint No. LESCO-LHR-51684-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 05, 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. Akif Ali S/o Razzaq Ali
R/o 126-E, Phase-6, Defence Lahore.
Cell: 0329-6451389.





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

Complaint No. LESCO-LHR-51684-03-25

Mr. Akif Ali **Complainant**
126-E, Phase 6, Defence, Lahore.
Cell#0329-6451389

VERSUS

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

Date of Hearing: July 22, 2025
October 06, 2025

**On behalf of
Complainant:** Mr. Akif Ali (Online)

Respondent: Mr. Mansoor Ahmad Khan, SDO, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AKIF ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 13-11563-5912601).

DECISION

This decision shall dispose of the complaint filed by Mr. Akif Ali (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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").

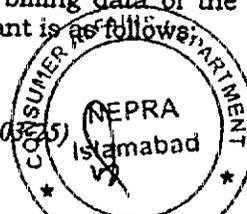
2. Brief facts of the case are that NEPRA received a complaint from Mr. Akif Ali wherein the Complainant submitted that an exorbitant bill was charged by LESCO during the month of February, 2025 on the pretext of retrieved units of the meter replaced during July, 2024 and requested to investigate the matter. The case was taken up with LESCO and in response, LESCO submitted that 19009 units were charges against the Complainant's account as per data retrieval report of the replaced meter. In order to analyze the matter, hearings were conducted at NEPRA Provincial Office, Lahore, one of which was attended by LESCO officials only, while the Complainant failed to attend both the hearings.

3. The case has been examined in detail 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 meter, installed against residential connection bearing reference number 13-11562-5912601 with sanctioned load of 7 kW, became defective in November 2022 and was replaced in March 2023. Later on, the impugned meter was checked by M&T on February 12, 2025 and found 19009 chargeable. Accordingly, LESCO charged a detection bill of 19,009 units in February 2025 on account of meter data download report. The complainant, however, contended that the detection bill was mala fide and exorbitant, having been raised after an undue and considerable delay.

ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

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Month/Year	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	-	1123 DF	1123	1207
February	-	1123 DF	1123 DF	140 + 19009 D. bill
March	-	559 RP	993 DF	02
April	-	2645	2645 DF	0
May	-	503	1037 DF	0
June	2882	647	1073 DF	-
July	1167	723	752 RP	-
August	501	544	2291	-
September	722	419	2673	-
October	343	957 DF	1240	-
November	1906 DF	1123 DF	1547	-
December	1123 DF	1123 DF	1625	-

The analysis of consumption history reflects that the Complainant was duly charged healthy average bills during the defective period i.e. November, 2022 to February, 2023 being commensurate with the actual consumption recorded during corresponding months of subsequent years i.e. 2023. Moreover, the Complainant maintained nominal electricity consumption prior to the disputed period as per the actual meter reading snaps, disputing the volume and rationale of retrieved units as charged by LESCO.

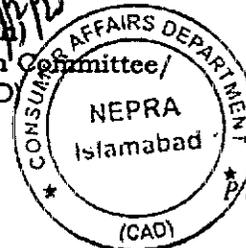
- iii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of 19009 units during February, 2025 on account of consumption recorded on the replaced meter i.e. 29899 units retrieved through the M&T report, in comparison with final reading charged in regular billing i.e. 10890 units. According to 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 available record, the Complainant's meter was declared defective during the month of November, 2022 which was replaced during March, 2023 however, detection bill based on retrieved units was charged during February, 2025 accruing considerable delay of approximately (26) months after replacement of the meter which is in direct violation of CSM.
 - iv. Considering above, it is concluded that charging of the 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 however, actually levied by LESCO after delay of (26) months in instant matter which requires withdrawal of the detection bill. The bill charged on average basis are final.
4. Foregoing in view, LESCO is directed to withdraw detection bill of 19009 units charged during February, 2025. Revised bill be shared with the Complainant within (30) days. The instant matter is being disposed 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 Ishaq Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, December 05, 2025



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