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.05/1176 -2026
April 02, 2026

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZAM S/O WALI MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 10 11531 0138799).
Complaint No. **LESCO-LHR-70194-01-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 02, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

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. Additional Director (CAD),
   NEPRA Regional office, 54-B, Link Arcade, GECH Society,
   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 Kot Lakhpat Division LESCO,
   132 kV Old Kot Lakhpat Grid Station,
   Ferozpur Road, Lahore.
7. Mr. Muhammad Azam S/o Wali Muhammad
   R/o Street No.13, Quaid-e-Millat Colony,
   Near Gondal Chowk, kacha Road, Lahore.
   Cell: 0321-4105507.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. LESCO-LHR-70194-03-26

Mr. Muhammad Azam ..... **Complainant**
Strert No. 13, Quaid-e-Millat Colony near Gondal Chowk
Kacha Road, Lahore.

VERSUS

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

Date of Hearing: March 11, 2026

Complainant: Mr. Muhammad Azam

Respondent: Mr. Amjad Nagra, XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR MUHAMMAD AZAM S/O WALI MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 10-11531-0138799)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Azam (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 complaint from Mr. Muhammad Azam wherein the Complainant disputed the charging of exorbitant detection bill by LESCO and prayed for its withdrawal. 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 his 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 hearing and the applicable law. Following has been observed:

i. The Complainant's commercial connection installed against reference number i.e. 10-11531-0138799 was charged a detection bill of 11729 units by LESCO during the month of February, 2026 on account of the data retrieval report. 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's energy meter was declared defective during August, 2024 and later replaced

during February, 2025. The replaced meter was sent to M&T, LESCO for data retrieval and the consumption data of the energy meter was, later, retrieved on December 23, 2025. Subsequently, a detection bill based on the retrieved units was charged during the month of February, 2026 accruing considerable delay of approximately twelve (12) months. The Complainant's account was also charged average bills for the period i.e. August, 2024 to January, 2025.

iii. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), *"the consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement."* However, as per available record, the Complainant's meter was replaced during February, 2025. Subsequently, impugned detection bill based on the retrieved units charged during February, 2026 accruing considerable delay of approx. (12) months, stands in direct violation of the CSM. In view of the said clause of CSM, charging of detection bill is not justified. Moreover, average bills charged during period i.e. August, 2024 to January, 2025 due to the meter defectiveness have been deemed final and does not require any revision.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 11729 units charged to the Complainant during February, 2026 and revised bill be issued to the Complainant within thirty (30) days.

5. The instant 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, April 01, 2026