



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.05/3421-2026
September 10, 2026

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

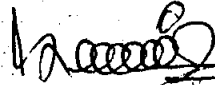
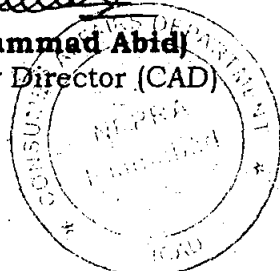
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. JAFFAR BODLA
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 16 11261 0413700).
Complaint No. LESCO-LHR-75339-06-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 10, 2026 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. 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.
5. S.E 2nd Circle, LESCO
132 kV Grid Station, Chandni Chowk, Town Ship, Lahore.
6. XEN Shah Pur Division LESCO,
132 kV Grid Station, Near Police Training College,
Chung Multan Road, Lahore.
7. Dr. Jaffar Bodla
House No. 173/1, Block B, Tech Society,
Main Canal Road, Lahore.
Cell: 0304-4665000.


(Muhammad Abid)
Deputy Director (CAD)




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

Complaint No. LESCO-LHR-75339-06-26

Dr. Jaffar Bodla

P.O No. 220-7, Town Ship, Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: August 27, 2026

Complainant: Dr. Jaffar Bodla

Respondent: Mr. Mashhood Ahmad, SDO (Operation), LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. JAFFAR BODLA
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#16 11261 0413700 U)**

DECISION

This decision shall dispose of the complaint filed by Dr. Jaffar Bodla (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 Dr. Jaffar Bodla wherein the Complainant submitted that a detection bill was charged 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 official 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 its 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 residential connection installed against a reference number i.e. 16-11261-0413700 was charged detection bill of 11656 units by LESCO during December, 2025 on account of the data retrieval of the removed/replaced meter. 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 became defective in September, 2024 and was, later, replaced in

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October, 2024. The replaced meter was sent to the M&T, LESCO for data retrieval and M&T reported the consumption data of the energy meter to the tune of 117156 units on September 23, 2025, however, final reading charged against the connection was 105500 units. Subsequently, the detection bill of 11656 units based on the retrieved units was charged during the month of December, 2025 after considerable delay of (14) months since the meter replacement.

- iii. The consumption data of the Complainant's connection provided by LESCO is as under:

Month	Units	Units	Units	Units
January		644	559	0
February	500	557	547	0
March	264	1732	1331	0
April	438	851	868	0
May	1014	1727	1661	0
June	661	6654	4793	0
July	2806	8384	2264	0
August	1920	0 SS	1810	
September	1723	8387 DF	1731	
October	721	0 RP	1433	
November	497	3523 DF	1233	
December	466	3962 RP	611 + D Bill	

The analysis of the consumption history reflects regular and consistent consumption pattern prior to the replacement of defective meter with the only exception of August, 2024 and October, 2024 wherein no units were charged.

- iv. 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." As per the available record, the Complainant's meter was replaced during October, 2024 and the impugned detection bill based on the retrieved units was charged during the month of December, 2025 which stands in direct violation of the CSM. As above, a delay has been noted in between data downloading and charging of the detection bill. LESCO officials also failed to justify the delay in data retrieval by M&T. Hence, in view of the said clause of CSM and incurred delay, charging of huge quantum of units in the form of the detection bill as per the data retrieval report is not justified. Therefore, the Complainant is not liable to pay the impugned detection bill. However, average bills are required to be charged for the months of August, 2024 and October, 2024.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 11656 units charged to the Complainant during December, 2025 and average bills be charged for the months of August, 2024 and October, 2024. Revised bill be issued to the Complainant within thirty (30) days. 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, September 10, 2026