



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.05/3544-2026
September 17, 2026

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

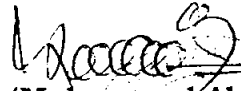
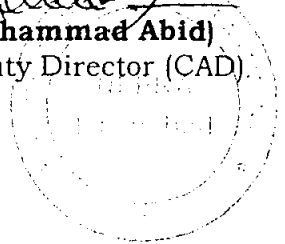
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ARSHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 46 11315 2100809).
Complaint No. **LESCO-LHR-66913-12-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 17, 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 3rd Circle, LESCO
Sukh Nahar, WAPDA Road, Shalamar, Lahore.
6. XEN Shalamar Division LESCO,
Shalamar Complex, Shalamar Town, Lahore.
7. Mr. Muhammad Arshad
Near Panda Ice Cream Factory, Chirag Bibi Road,
Kotli Peer Abdul Rehman, Baghbanpura, Lahore.
Cell: 0315-6554433.


(Muhammad Abid)
Deputy Director (CAD)




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

Complaint No. LESCO-LHR-66913-12-25

Mr. Muhammad Arshad

Near Panda Ice Cream Factory, Chirag Bibi Road,
Kotli Peer Abdul Rehman, Baghbanpura, Lahore.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: April 01, 2026
May 25, 2026

Complainant: Mr. Muhammad Arshad

Respondent: Mr. Faizan Riaz Butt, Addl. SE (Operation), LESCO
Mr. Zaeem Sabir, SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ARSHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 46-11315-2100809)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Arshad (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. NEPRA received a complaint wherein it was submitted that the Complainant was charged with detection bill by LESCO and requested for its withdrawal. Accordingly, the matter was taken up with LESCO and in response LESCO submitted that detection bill of 25987 units was charged against the Complainant's account due to meter defectiveness i.e. slowness. In order to analyze the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both parties i.e., LESCO and the Complainant wherein matter was discussed in detail.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- (i) The Complainant's industrial connection installed against reference number i.e. 46-11315-2100809 was charged detection bill of 25987 units during the month of November, 2025 on account of two phase dead stoppage of meter. The Complainant was of the view that the excessive detection bill has been charged by LESCO.
- (ii) Perusal of the documentary evidence reveals that the Complainant's meter was replaced during January, 2024 due to terminal block burnt. Later, after the lapse of 22 months since meter replacement, the meter was checked by M&T, LESCO during October, 2025 and discrepancy of two (2) phase dead of the same meter was found. Accordingly, on account of the said discrepancy, impugned detection bill of 25987 units was charged based on 66% slowness

for period of six (6) months i.e. July, 2023 to December, 2023, prior to meter replacement.

- (iii) The consumption of the Complainant's connection is as under:

Month	2022 (Units)	2023 (Units)	2024 (Units)
January	2553	2116	4670 RP
February	3092	2094	2536
March	3049	1972	2361
April	3085	2045	1409
May	3609	2998	8097 RP
June	4170	2766	3868
July	4434	3028	562
August	5372	2779	714
September	4000	2120	1183
October	6000	2593	1310
November	2164	1680	1075
December	2510	600	699

As above, the consumption dip during detection period especially during the months of November, 2023 and December, 2023 prior to meter replacement during the month of January, 2024, clearly reflects the meter slowness. The above consumption dip then corroborates the cause of charging of detection bill, however, quantum of the same is required to be reviewed.

- (iv) According to the clause 4.3.3 (c) of Consumer Service Manual (CSM,) in case slowness is established, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by LESCO in instant matter by levying the detection bill for period of (6) months. As above, LESCO should have charged detection bill on the basis of slowness for period of two months only prior to meter replacement i.e. January, 2024 and should have enhance MF thereafter, till meter replacement however, in instant matter, detection bill was charged for period of six (6) months.
- (v) There are no allegation against the Complainant for being involved in theft of electricity.
- (vi) Taking note of the above, the detection bill of 25987 units charged to the Complainant during November, 2025 is unjustified and excessive, as it was calculated for period exceeding permissible two months. Hence, the detection bill is on higher side and is required to be revised in accordance with the 66.6% slowness for period of two months prior to the meter replacement i.e. January, 2024.

4. Foregoing in view, LESCO is directed to revise the aforementioned detection bill of 25987 units, charged during November, 2025 from period of six (06) months to two (02) months based on 66.6% slowness prior to meter replacement i.e. January, 2024. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

(Lashkar 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 (Consumer Affairs)

Islamabad, September 17, 2026

Page 2 of 2

CRC Decision: Muhammad Arshad vs LESCO (LESCO-LHR-66913-12-25)