



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.05/3545-2026
September 17, 2026

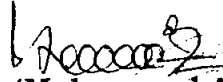
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
UMAR BILAL UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 15 11527 1754000).**

Complaint No. **LESCO-LHR-77364-07-26**

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


(Muhammad Abid)
Deputy Director (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.
5. S.E 5th Circle, LESCO
425-EE, DHA, Ghazi Road, Lahore.
6. XEN Defence Division LESCO,
425-EE, DHA, Ghazi Road, Lahore.
7. Mr. Muhammad Umar Bilal
R/o Ittehad Park 512, Kahna, Lahore.
Cell: 0307-7075037.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-77364-07-26

Mr. Muhammad Umar Bilal
Ithad Park 512, Kahna, Lahore

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 06, 2026

Complainant: Mr. Muhammad Umar Bilal

Respondent: Mr. Muqaddam Ali, SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD UMAR BILAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 15 11527 1754000 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Umar Bilal (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. Muhammad Umar Bilal wherein the Complainant submitted that exorbitant detection bill was charged by LESCO and prayed for its withdrawal. The matter was taken up with LESCO and a hearing was held on August 06, 2026 at NEPRA Provincial Office, Lahore. The hearing was attended by representatives of both parties wherein the matter was discussed in detail. During the hearing, LESCO submitted that the Complainant's meter became defective and was later replaced by LESCO, while the units retrieved from the removed meter through M&T, LESCO were charged against the Complainant's account. Upon which, the Complainant raised observations and challenged the 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., 15 11527 1754000 U was charged a detection bill of 10755 units by LESCO during the month of April 2026 on account of the data retrieval report of the removed/replaced meter. The issue raised by the Complainant was that the mala fide exorbitant detection bill has been charged by LESCO after a considerable delay.
- ii. Perusal of documentary evidence reveals that the Complainant's energy meter became defective during August, 2024 and was later replaced during February 2025. The replaced meter was sent to the M&T, LESCO for data retrieval and the consumption data of the energy meter was later, retrieved to the tune of 36110 units, however, the final reading charged against the

connection was 25355 units. Subsequently, detection bill of 10755 units based on retrieved units was charged during the month of April, 2026 after considerable delay of fourteen (14) months since the meter replacement.

iii. The consumption data of the Complainant's connection is as under:

Month/Year	2024 (Units)	2025 (Units)	2026 (Units)
January	134	365 DF	413
February	358	290 RP	195
March	126	279	105
April	158	285	194 + 10755 Retrieved
May	322	354	376
June	463	393	267
July	518	293	276
August	648 DF	389	687
September	449 DF	233	-
October	306 DF	278	-
November	325 DF	190	-
December	346 DF	369	-

The analysis of the consumption history reflects regular and consistent consumption pattern without any considerable dips or abnormal variations prior to and subsequent to the replacement of defective meter. Further, the record divulges that prior to the meter defectiveness, regular bills were charged which were paid by the Complainant. Upon meter defectiveness; average bills were charged by LESCO during the month of August, 2024 to February, 2025.

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 energy meter was replaced during February, 2025 and the impugned detection bill based on the retrieved units was charged during the month of April, 2026 which stands in direct violation of the CSM. As above, a delay has been noted in between meter replacement, data downloading & charging of the detection bill. LESCO officials also failed to justify the delay in data retrieval by M&T. The removed meter remained under custody of sub-division and/or M&T during such delay. 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. The units charged on average basis is deemed final.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 10755 units charged to the Complainant during April, 2026. 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 (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