



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.05/3054-2026
August 18, 2026

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

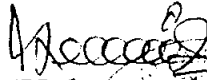
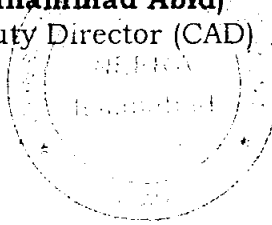
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IFTIKHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 46 11354 2121803).
Complaint No. **LESCO-LHR-59911-08-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 18, 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 Nehar, WAPDA Road, Shalamar, Lahore.
6. XEN Baghbanpura Division LESCO,
Shalamar Complex, Shalamar Town, Lahore.
7. Mr. Muhammad Iftikhar
R/o Street No.5, Muhammad Din Colony,
Baghbanpura, Lahore.
Cell: 0300-9408295.


(Muhammad Abid)
Deputy Director (CAD)




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

Complaint No. LESCO-LHR-59911-08-25

Mr. Muhammad Iftikhar

Street No. 05, Main Muhammad Din Colony
Baghbanpura, Lahore.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: October 23, 2025
 June 17, 2025

Complainant: Mr. Iftikhar (Online)

Respondent: Mr. Uzair Rafique, SDO, LESCO
 Mr. Abid Hussain, XEN, LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IFTIKHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 46-11354-2121803)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Iftikhar (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 a complaint from Mr. Muhammad Iftikhar wherein the Complainant submitted that a detection bill was charged by LESCO during the month of July, 2025 as outstanding arrears amounting to Rs. 517,719/- having lapse of several months against its replaced meter. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's energy meter became defective and was, later, replaced while the units retrieved through M&T, LESCO were, then charged against the Complainant's account. Upon which, the Complainant raised observations and challenged the delay in charging of belated adjustment.

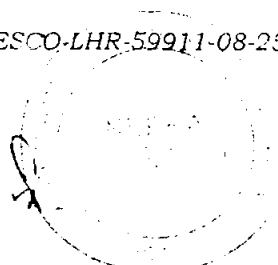
3. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed.

- i. The Complainant's industrial connection installed against a reference number i.e. 46-11354-2121803 was charged detection bill of 8001 units by LESCO during July, 2025 on account of data retrieval report of 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 the documentary evidence reveals that the Complainant's energy meter became defective and was replaced during July, 2024. The removed/replaced meter was sent to M&T, LESCO for retrieval of consumption data. M&T, LESCO reported retrieved units to the tune of 78471 units; however, the final reading charged against connection was 70470 units. Subsequently, detection bill of 8001 units, based on the difference of retrieved and already charged units was charged in July, 2025 after a considerable delay of (13) months from the date of meter replacement.
- iii. The consumption data is as under:

Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
January	90	3	615
February	252	0	1572
March	161	309	954
April	1	133	723
May	2007	1039	1260
June	2	482	753
July	18	811 RP	1020 D Bill
August	9	782	570
September	0	1003	
October	1	1197	
November	3	682	
December	199	628	

The analysis of consumption history reflects an irregular consumption pattern with drastically high & low consumption recorded during various months prior to meter replacement while as almost no units were charged during the period i.e. June, 2023 to February, 2024. After replacement of meter, the consumption of the Complainant is on higher side.

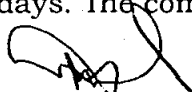
- iv. It is pertinent to mention here that, through the hearing notice, LESCO officials were directed to furnish requisite documents/details, including meter reading snapshots recorded prior to replacement of the defective meter, correspondence made with M&T Lab regarding data download and clarification regarding custody of the meter, i.e., whether it remained under custody of LESCO Operations or M&T. However, LESCO officials failed to provide requisite details/documents despite specific directions.
- v. 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 became defective during July, 2024 which was replaced during the same month and the impugned detection bill based on the retrieved units was charged during the month of July, 2025 which stands in the direct violation of



the CSM. As above, a delay has been noted in between the meter replacement, data downloading & charging of the detection bill.

- vi. The removed meter remained under the 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 impugned detection bill. However, bills are required to be charged against the period i.e. June, 2023 to February, 2024 on future consumption basis.

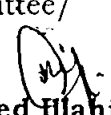
4. Foregoing in view, LESCO is directed to withdraw the detection bill of 8001 units charged to the Complainant during July, 2025. LESCO is further directed to charge bills for the period i.e. June, 2023 to February, 2024 as per future corresponding months consumption i.e. June, 2024 to February, 2025. 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 (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Hlali Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 18, 2026

