



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.05/3667-2026
September 23, 2026

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

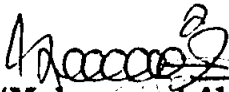
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUSHTAQ
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 15 11531 0554042).**
Complaint No. **LESCO-LHR-74755-06-26**

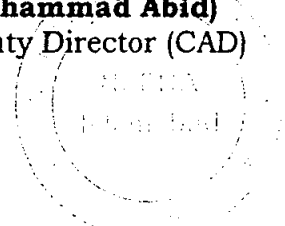
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 23, 2026 regarding the subject matter for necessary action and compliance.

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 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. Mushtaq
R/o 142/B, Shadab Colony, Ferozpur Road, Lahore.
Cell: 0323-4560033.


(Muhammad Abid)
Deputy Director (CAD)





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

Complaint No. LESCO-LHR-74755-06-26

Mr. Mushtaq
142/B Shadab Colony, Ferozpur Road, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 22, 2026

Complainant: Mr. Mushtaq

Respondent: Mr. Iqbal Anwar, RO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUSHTAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 15 11531 0554042 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Mushtaq (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 complaint from Mr. Mushtaq wherein the Complainant agitated the charging of a detection bill by LESCO. The matter was taken up with LESCO whereby LESCO 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 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. 15 11531 0554042 U was charged a detection bill of 6930 units by LESCO during the month of February, 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 and later was replaced by LESCO during the month of September, 2025. The replaced meter was sent to the M&T, LESCO for data retrieval and the consumption data of the meter was later, retrieved to the tune of 13390 units, however, the final reading charged against the connection was 6396 units up to the month of August, 2025. Subsequently, detection bill of 6930

- (iii) units based on retrieved units was charged during the month of February, 2026 after considerable delay of five (05) months since the meter replacement.
- The consumption data of the Complainant's connection is as under:

Month/Year	2024 (Units)	2025 (Units)	2026 (Units)
January	100	179	259
February	100	186 DF	218 + 6930 Retrieved
March	100	204 DF	75
April	150	194 DF	21
May	200	200 DF	0
June	165	197 DF	193
July	166	199 DF	
August	200	101 DF	
September	219	0 Replaced	
October	267	174	
November	180	78	
December	172	61	

The analysis of the consumption history reflects that the meter became defective in the month of February, 2025 and LESCO charged average bills to the Complainant from February, 2025 to August, 2025. Prior to meter defectiveness, no event of any doubtful consumption pattern exist. Further, the record divulges that prior to the meter defectiveness, regular bills were charged to the Complainant. However, no units has been charged in the month of September, 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 meter was replaced during September, 2025 and the impugned detection bill based on the retrieved units was charged during the month of February, 2026 which also stands in 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.
- (v) 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. Further, retrieved units were charged to the Complainant after lapse of five months instead of within three months. Therefore, the Complainant is not liable to pay the impugned detection bill. However, average bills charged during defective period due to the meter defectiveness as per the provided formula have been deemed final and does not require any revision.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 6930 units charged to the Complainant during February, 2026, however, average bill be charged for the month of September, 2025. 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 (CAD)

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

Islamabad, September 23, 2026