



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**

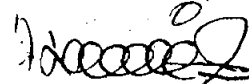
TCD.05/3679-2026
September 25, 2026

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KARAMAT ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 46 11223 1360300).**
Complaint No. **LESCO-LHR-71764-04-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 25, 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 2nd Circle, LESCO
132 kV Grid Station, Chandni Chowk, Town Ship, Lahore.
6. XEN Raiwind Division LESCO,
Raiwind Road, Raiwind, Lahore.
7. Mr. Karamat Ali
R/o Raja Jung, Raiwind, Lahore.
Cell: 0302-4302900.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-71764-04-26

Mr. Karamat Ali **Complainant**
Raja Jung, Raiwind, Lahore

VERSUS

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

Date of Hearing: April 28, 2026
August 11, 2026

On behalf of:
Complainant: Mr. Karamat Ali

Respondent: Mr. Azeem But XEN (Operation), LESCO
Mr. Ali Raza XEN (Operation), LESCO

Subject:**DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KARAMAT ALI**
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING WRONG BILLING (REF# 46-11223-1360300)

DECISION

This decision shall dispose of the complaint filed by Mr. Karamat Ali (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. Karamat Ali 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 hearings were held at NEPRA Provincial Office, Lahore. The hearings were attended by representatives of both parties wherein the matter was discussed in detail. During the hearing, LESCO official submitted that the Complainant's meter was replaced during August, 2024 while the units retrieved from the removed meter through M&T, LESCO were charged against the Complainant's account in the month of August, 2025. Upon which, the Complainant raised his 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 industrial premises i.e. ice factory having industrial connection installed against a reference number i.e. 46-11223-1360300

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was charged detection bill of 23907 units by LESCO during the month of August, 2025 on account of the data retrieval report of the removed/replaced meter. The issue raised by the Complainant was that 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 May, 2024 & was, later, replaced during August, 2024. The replaced meter was sent to the M&T, LESCO for data retrieval and the consumption data of energy meter was later, retrieved by M&T to the tune of 541786 units, however, final reading charged against the connection was 517879 units. Subsequently, detection bill of 23907 units based on the retrieved units was charged during the month of August, 2025 after considerable delay of thirteen (13) months since the meter replacement.

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

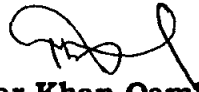
Month	Reading	Units	Units	Units
January		0	65	14
February		0	23	1
March		0	7	7
April		3874	0	32
May		3686 DF	10678	8652
June	0	3686 DF	13223	13922
July	0	3686 DF	3641	10761
August	0	0 RP	9 (D Bill: 23907 Units)	-
September	0	191	8	-
October	0	96	5	-
November	0	57	5	-
December	0	36	0	-

The analysis of the consumption coincides with seasonal consumption pattern for the ice factory prior & subsequent to the replacement of the defective meter. Moreover, as claimed by the Complainant, connection was during the months of May, June & July which clearly reflects in consumption pattern. Perusal of the available reading snaps also corroborate the actual charging of units during the year 2026 which further confirms usage of connection as seasonal. However, it is of note that the Complainant was charged average bills from May, 2024 to July, 2024 due to the meter display wash. However, no units was charged during the month of August, 2024.

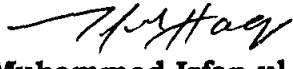
iv. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), "the consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement." As per the available record, the Complainant's meter was replaced during August, 2024 and the impugned detection bill based on the retrieved units was charged during the month of August, 2025 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. Hence, in view of the said clause of CSM and already charged average bills during the period i.e. May, 2024 to July, 2024, charging of huge quantum of units in the form of the detection bill as

per the data retrieval report after thirteen (13) months is not justified. Therefore, the Complainant is not liable to pay the impugned detection bill. However, average bill is required to be charged for the month of August, 2024. The units charged on average basis is deemed final.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 23907 units charged to the Complainant during August, 2025 and average bill be charged for the month of August, 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 25, 2026