



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**

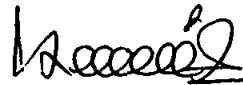
TCD.05/3192 -2026
August 27, 2026

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 MUKHTAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 46 11335 1625502).
Complaint No. **LESCO-LHR-69758-02-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 27, 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 3rd Circle, LESCO
Sukh Naher, WAPDA Road, Shalamar, Lahore.
6. XEN Mcleod Road Division LESCO,
Near Emperial Cinema, Mcleod Road, Lahore.
7. Mr. Muhammad Mukhtar
R/o Prop Chah, Sard Bagh, Lahore.
Cell: 0309-4343436.



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

Complaint No. LESCO-LHR-69758-02-26

Mr. Muhammad Mukhtar
Prop Chah, Sard Bagh, Lahore

.....Complainant

VERSUS

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

..... Respondent

Date of Hearing: April 01, 2026

**On behalf of
Complainant:** Mr. Humayun

Respondent: Mr. Hassaan Ahmad, SDO (Operation), LESCO (Online)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MUKHTAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 46 11335 1625502).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Mukhtar (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 Mukhtar 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 at NEPRA Provincial Office, Lahore during which LESCO officials submitted that the Complainant's energy meter was 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 industrial connection installed against a reference number i.e. 46-11335-1625502 (B1 having 5 kW sanctioned load) was charged a detection bill of 13500 units by LESCO during January, 2026 on account of the data downloading report of the replaced meter. The

issue raised by the Complainant was that detection bill has been charged by LESCO accruing a considerable delay.

- ii. Perusal of documentary evidence reveals that the Complainant's energy meter was declared defective and replaced during December, 2024. 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 14092 units, however, the final reading charged against the connection was 592 units. Subsequently, detection bill of 13500 units based on retrieved units was charged during the month of January, 2026 after considerable delay of fourteen (14) months of the meter replacement.
- iii. The consumption data of the Complainant's premises is as under:

Month	2024 (Units)	2025 (Units)	2026 (Units)
January	134	115	367 (D Bill: 13500)
February	130	108	20
March	100	105	00 SS
April	22	140	09
May	95	198	225
June	29	165	
July	82	225	
August	0	203	
September	0	195	
October	0	161	
November	13	106	
December	666 RP	116	

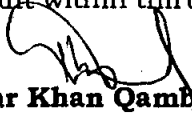
The analysis of consumption history reflects an irregular consumption pattern prior to the meter replacement as no units were charged during period i.e. August, 2024 to October, 2024 and negligible units i.e. 13 were charged for the month of November, 2024. However, the Complainant maintained almost similar consumption pattern after meter replacement when compared to healthy consumption prior to the month of April, 2024.

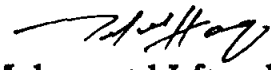
- iv. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), "the consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement." As per the available record, the Complainant's meter was replaced during December, 2024 and the impugned detection bill based on the retrieved units was charged during the month of January, 2026 after lapse of 14 months 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.
- v. It is pertinent to mention here that, through the hearing notice, LESCO official 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 downloading and clarification regarding custody of the meter, i.e., whether it remained under custody of LESCO Operations or M&T Lab. However, LESCO

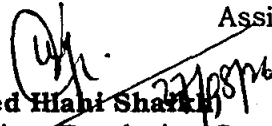
officials failed to provide requisite details/ documents despite specific directions.

- vi. 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. However, the Complainant is liable to pay average bills for period i.e. August, 2024 to November, 2024.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 13500 units charged to the Complainant during January, 2026. LESCO is also directed to charge average bills for the period i.e. August, 2024 to November, 2024. Revised bill be issued to the Complainant within thirty (30) days. The above complaint is dispose of in above terms.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Hani Sharif)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 27, 2026