



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.05/3228-2026
August 31, 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 SHARIF BHATTI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 10 11531 0158108).

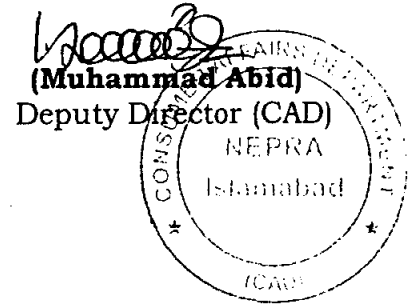
Complaint No. LESCO-LHR-70679-03-26

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 31, 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 Grid Station, New Kot Lakhpat,
Near PEL Factory, Lahore.
7. Mr. Muhammad Sharif Bhatti
R/o Street No. 5, Babar Bhatti Colony, Lahore.
Cell: 0325-8844421.





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

Complaint No. LESCO-LHR-70679-03-26

Mr. Muhammad Sharif Bhatti
Street No. 5, Babar Bhatti Colony, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 21, 2026
Complainant: Absent
Respondent: Mr. Iqbal Anwar RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHARIF BHATTI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#10 11531 0158108).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Sharif Bhatti (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").

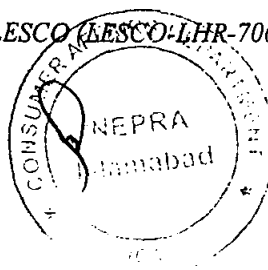
2. Brief facts of the case are that NEPRA received a complaint from Mr. Muhammad Sharif Bhatti wherein the Complainant submitted that an exorbitant detection bill was charged by LESCO and prayed for its withdrawal. The matter was taken up with LESCO and a hearing was held on July 21, 2026 at NEPRA Provincial Office, Lahore. The hearing was attended by LESCO officials only, while the Complainant failed to attend the same. During the hearing, LESCO submitted that the Complainant's meter became defective and was replaced during July, 2025 while the units retrieved from the removed meter through M&T, LESCO were charged against the Complainant's account.

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 No. i.e. 10-11531-0158108 was charged detection bill of 7757 units by LESCO during the month of February, 2026 on account of 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 was declared defective during June, 2025 and later, replaced during

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July, 2025. The replaced meter was sent to M&T, LESCO for data retrieval and the consumption data of the energy meter was retrieved to the tune of 17263 units by M&T on December 23, 2025, however, the final reading charged against connection was 9506 units. Subsequently, the detection bill of 7757 units based on retrieved units, was charged during the month of February, 2026 after delay of (07) months since the meter replacement.

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

Month/Year	2024 (Unit)	2025 (Unit)	2026 (Unit)
January	30	0	27
February	6	0	44
March	17	0	0
April	36	262	0
May	1	306	0
June	322	201	632
July	440	0 RP	
August	477	0	
September	486	0	
October	110	136	
November	4	0	
December	0	0	

The analysis of the consumption history reflects irregular and inconsistent consumption pattern prior and subsequent to the replacement of defective meter. As above, no units were charged during the period i.e. November, 2024 to March, 2025 and July, 2025.

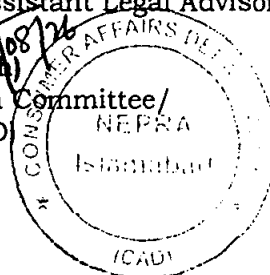
iv. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), 'the consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement.' As per the available record, the Complainant's meter was replaced during July, 2025 and the impugned detection bill based on the retrieved units was charged during the month of February, 2026 which stands in direct violation of the CSM. As above, a delay has been noted in data downloading and 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. However, average bills are to be charged for period i.e. November, 2024 to March, 2025 and in July, 2025.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 7757 units charged to the Complainant during February, 2026. LESCO is also directed to charge average bills for the period i.e. November, 2024 to March, 2025 & in July, 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 (CAD)

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

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, August 31, 2026

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