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.05/4330-2026
November 03, 2026

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

SUBJECT: DECISION IN THE MATTER OF REVIEW MOTION FILED BY LESCO AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE DATED JUNE 22, 2026 IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 14 11812 1965202).
Complaint No. **LESCO-NHQ-70219-03-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 03, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
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 8th Circle, LESCO
   132 kV Grid Station, Nankana Sahib.
6. XEN Nankana Division LESCO,
   Opposite Stadium, Near DHQ Hospital Nankana Division.
7. Mr. Muhammad Asif
   Chak No. 591 G.B Gangapur, Tehsil Jaranwala,
   District Faisalabad.
   Cell: 0306-6079170.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Motion for Leave for Review in Complaint No. LESCO-NHQ-70219-03-26

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

VERSUS

Mr. Muhammad Asif ..... **Complainant**
Chak No. 591 G.B Gangapur, Tehsil Jaranwala,
District Faisalabad.

Date of Hearing: September 17, 2026

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY LESCO AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE DATED JUNE 22, 2026 IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 14-11812-1965202).**

DECISION

Through this decision, review filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Petitioner" or "LESCO") against the decision of NEPRA Complaint Resolution Committee dated June 22, 2026 in the matter of complaint of Mr. Muhammad Asif (hereinafter referred to as the "Complainant") against LESCO, filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the NEPRA Act), is being disposed of.

2. Brief facts of the case are that NEPRA received complaint from Mr. Muhammad Asif wherein the Complainant disputed the charging of a detection bill of 1123 units by LESCO based on data retrieval and prayed for its withdrawal. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties.

3. The case was examined at length wherein it was observed that the Complainant's residential connection installed against reference number i.e. 14-11812-1965202 was charged detection bill of 1123 units by LESCO during the month of February, 2026 on account of the data retrieval report of the removed/replaced meter. The consumption data of the energy meter replaced during December, 2025 was later, retrieved to the tune of 4398 units, however, final reading charged against the connection was 3275 units. After detailed analysis of consumption pattern, it was concluded that charging the detection bill of 1123 on the basis of data downloading report is not supported by the previous/future billing history, as such the said detection bill was found unjustified. Foregoing in view, LESCO was directed vide decision dated June 22, 2026 to withdraw the detection bill.

4. Being aggrieved with the said decision, LESCO filed a motion for leave for review. The motion for leave for review filed by LESCO was considered and a hearing was held on

September 17, 2026 at NEPRA Head Office, Islamabad, which was attended by LESCO officials only. During the hearing, LESCO officials argued the justification of the impugned detection bill based on its charging within the allowed time period of 3 months since relevant meter replacement. The matter has been reviewed in light of the record made so available by the parties and arguments advanced during the hearing and applicable documents. After detailed deliberation, the motion for review is being disposed of in the following terms:

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

Month/Year	2024 (Units)	2025 (Units)	2026 (Units)
January	05	35	31
February	02	38	32 **(1123 D Bill)**
March	13	87	65
April	05	84	114
May	00 SS	60	111
June	00 SS	111	
July	00 SS	113	
August	22	147	
September	93	96	
October	86	**86 DF**	
November	99	**99 DF**	
December	47	**117**	

Upon examination of consumption history and available billing record, no abnormal or doubtful consumption pattern is observed against the Complainant's connection. The record establishes that no unbilled units pertaining to the period of regular billing remained outstanding against the removed meter. The meter reading snap for September, 2025 reflects a final reading of 3090 units which is duly corroborated by the PITC data, confirming that the Complainant was billed for the said month on the basis of the actual meter reading. Subsequently, upon the meter becoming defective, average bills were issued for October and November 2025 in accordance with the prescribed methodology under the Consumer Service Manual (CSM). It is further observed that the consumption recorded following the installation of the replacement meter remained consistent with the previous consumption pattern. This continuity in consumption, coupled with the absence of any irregularity in the historical billing record, lends credence to genuineness of the consumption recorded by the removed meter. Hence, the available record does not substantiate any abnormality or doubtful consumption attributable to the Complainant during the impugned period.

ii. Moreover, LESCO in its review has only relied upon the clause 4.3.2 of Consumer Service Manual (CSM) governing charging of detection bill within the specified time period, however, completely ignored the circumstantiality and consumption pattern recorded against the connection in determination of the prudency of detection bill in the instant matter. Hence, the above analysis renders the charging of detection bill as unjustified leaving reliance only upon the clause of CSM by LESCO deficient of complete facts.

iii. A motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all the material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision

5. Foregoing in view, the original decision of the NEPRA Complaints Resolution Committee (CRC) dated June 22, 2026 is hereby upheld. The review motion 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, November 07 , 2026