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.05/3839-2026
October 04, 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. SHABIR HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 04 11224 0227909).
Complaint No. **LESCO-LHR-64404-11-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 04, 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,
   Lahore Road, Raiwind.
7. Mr. Shabir Hussain
   Kot Bagh Ali, Lahore.
   Cell: 0300-9812407.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. LESCO-LHR-64404-11-25

Mr. Shabir Hussain ..... **Complainant**
Kot Bagh Ali, Lahore

VERSUS

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

Date of Hearing: January 08, 2026

Complainant: Mr. Shabir Hussain

Respondent: Mr. Irfan, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHABIR HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 04 11224 0227909).

DECISION

This decision shall dispose of the complaint filed by Mr. Shabir Hussain (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. Shabir Hussain 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. The hearing was attended by representatives of both parties wherein the matter was discussed in detail. During the hearing, LESCO submitted that the Complainant's meter became defective and was later replaced by LESCO, while the units retrieved from the removed meter through M&T, LESCO were charged against the Complainant's account. Upon which, the Complainant raised 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 residential connection installed against a reference number i.e., 04-11224-0227909 was charged a detection bill of 10434 units by LESCO during the month of September, 2025 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 bearing No. 04885921 became defective during December, 2023 and was later replaced during March, 2024 and a new meter bearing Meter No. 48859210 was installed in the same month i.e. March, 2024 which also became defective in April, 2024. Subsequently, a new meter bearing No. 07213150 was installed at site in July, 2024. The meter which was replaced in March, 2024 bearing No. 04885921 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 25348 units, however, the final reading charged against the connection was 14914 units. Subsequently, detection bill of 10434 units based on retrieved units was charged during the month of September, 2025 after considerable delay of eighteen (18) months since the meter replacement.

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

Month/Year	2023 (Units)	2024 (Units)	2025 (Units)	2026 (Units)
January		**199 DF**	45	00 SS
February		**201 DF**	58	00 SS
March		**01 RP**	00 SS	00 SS
April		250 DF	00 SS	00 SS
May		186 DF	00 SS	00 SS
June		203 DF	14	00 SS
July		111 RP	110	00 SS
August		200	122	00 SS
September	197	732	118 **(D Bill: 10434 Units)**	-
October	199	592	00 SS	-
November	201	258	00 SS	-
December	**197 DF**	86	00 SS	-

The analysis of the consumption history reflects regular and consistent consumption pattern without any considerable dips or abnormal variations prior to and subsequent to the replacement of defective meter. Further, the record divulges that prior to the meter defectiveness, regular bills were charged which were paid by the Complainant. Upon meter defectiveness; average bills were charged by LESCO during the month of December, 2023 to March, 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 energy meter was replaced during March, 2024 and the impugned detection bill based on the retrieved units was charged during the month of September, 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. 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 bill is required to be charged for the month of March, 2024. The units charged on average basis is deemed final.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 10434 units charged to the Complainant during September, 2025 and average bill be charged for the month of March, 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 (Consumer Affairs)

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

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

04/10/26

Islamabad, October 04 **, 2026**