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.05/4341-2026
November 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 MST. ZAKIA FARYAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 07 11141 0551203).
Complaint No. **LESCO-LHR-45301-10-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 04, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)
NEPRA
Islamabad

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. XEN Data Darbar Division LESCO,
   8-A, Lower Mall, Outside Bati Gate, Data Darbar Area, Lahore.
6. Mst. Zakia Faryad
   House No. 122, Chowk Madina, Al Badar Colony,
   Truck Stand, Rawal Road, Lahore.
   Cell: 0307-4188703.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. LESCO-LHR-45301-10-24

Mst. Zakia Faryad ..... **Complainant**
House No. 122, Chowk Madina, Al Badar Colony
Truck Stand, Rawal Road, Lahore.

VERSUS

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

Date of Hearing:	February 25, 2025 June 19, 2025 July 17, 2025 August 25, 2026
Complainant:	Mst. Zakia Faryad
Respondent:	Mr. Waqar, SDO (Operation), LESCO Mr. Amir Iqbal SDO (Operation), LESCO Mr. Muhammad Farhan Ahmad, SDO (Operation), LESCO

SUBJECT: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. ZAKIA FARYAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 07-11141-0551203).**

DECISION

This decision shall dispose of the complaint filed by Mst. Zakia Faryad (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 Mst. Zakia Faryad wherein the Complainant submitted that the detection bill was charged by LESCO during the month of September, 2024 as outstanding arrears amounting to Rs. 540,197/- after lapse of several months against the replaced meter. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore and Head Office, Islamabad during which LESCO officials submitted that the Complainant's meter became defective and was, later, replaced while 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 the belated adjustment.

3. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

i. The Complainant's residential connection installed against a reference number i.e. 07-11141-0551203 was charged detection bill of 7765 units by LESCO during September, 2024 on account of the data retrieval report of the removed/replaced

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad

meter. The issue raised by the Complainant was that the 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 March, 2022 and later, replaced during April, 2022. The replaced meter was sent to the M&T, LESCO for data retrieval and M&T retrieved the consumption data on February 25, 2024 to the tune of 27554 units, however, final reading charged against connection was 19789 units. Subsequently, detection bill of 7765 units based on the retrieved units was charged during the month of September, 2024 after the considerable delay of thirty (30) months since the meter replacement.

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

Month/Year	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)
January	158	348	0	311
February	205	368	149	309
March	237	639 **DF**	119	275
April	365	500 **RP**	613	627
May	548	0 SS	202	671
June	755	755 DF	300	1217
July	935	950 RP	286	1170
August	1225	1225 DF	330	1148
September	1003	1488 RP	327	1418 + D Bill
October	828	0 SS	200	1140
November	416	0	329	
December	248	0	260	

The analysis of the consumption history reflects a consistent consumption pattern without any suspicious or irregular history prior to meter replacement. The energy meter was further replaced on two more occasions. The latest energy meter was installed in September, 2022. LESCO has also charged bills on the defective code during the period i.e. Mach, 2022 to August, 2022. Moreover, zero units were charged by LESCO from October, 2022 to January, 2023.

iv. According to 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 impugned energy meter was replaced during April, 2022 and the detection bill based on retrieved units was charged during the month of September, 2024 which stands in violation of the CSM. As above, a delay has been noted in between data downloading and charging of the detection bill.

v. Hence, in view of the said clause of CSM and the 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 impugned detection bill. However, bill charged on average basis are deemed final.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 7765 units charged to the Complainant during September, 2024 and charge average bills for period i.e. October, 2022 to January, 2023. Revised bill be issued to the Complainant within thirty (30) days. The 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, November 04 , 2026