National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD 05/3943 -2026
October 12, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. NAZ HAMEED KHAKWANI W/O ABDULE HAMID KHAN KHAKWANI C/O SYED BABER ALI SHAH ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#16 11516 0053900 U).**
LESCO-LHR-70435-03-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 12, 2026, regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Dy. Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPARTMENT (CAD)

Copy to:

1. Chief Engineer/Customer Services Director, LESCO, 22-A, Queen's Road, Lahore.
2. Additional Director, NEPRA Regional Office, 54-B, Link Arcade, GECH Society, Phase-3, Link Road, Model Town, Lahore.
3. Manager (Commercial), LESCO, 22-A, Queen's Road, Lahore
4. Incharge Complaint Cell, (Focal Person to NEPRA) LESCO, 22-A, Queens Road, Lahore.
5. Mrs. Naz Hameed Khakwani, W/o Abdule Hamid Khan Khakwani, 70, Block A, Gulberg III, Lahore. 03244432623

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. LESCO-LHR-70435-03-26

Mrs. Naz Hameed Khakwani ..... **Complainant**
70, Block A, Gulberg III, Lahore

VERSUS

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

Date of Hearing: June 04, 2026

On behalf of Complainant: Syed Babar Ali Shah

Respondent: Mr. M. Rehan, SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. NAZ HAMEED KHAKWANI W/O ABDULE HAMID KHAN KHAKWANI C/O SYED BABER ALI SHAH ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#16 11516 0053900 U).**

DECISION

This decision shall dispose of the complaint filed by Mrs. Naz Hameed Khakwani (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 Mrs. Naz Hameed Khakwani 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 in response, LESCO submitted that the Complainant's meter became defective and was, later, replaced during the month of August, 2024. 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 residential electricity connection bearing Reference No. 16 11516 0053900 U was charged a detection bill of 12676 retrieved units of the replaced meter by LESCO in February 2026. 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 July, 2024 and later, replaced during August, 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 106253 units, however, the final reading charged against the connection was 93577 units. Subsequently, detection bill of 12676 units based on retrieved units was charged during the month of February, 2026 after considerable delay of eighteen (18) months of meter replacement.

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

Month/Year	2024 (Units)	2025 (Units)	2026 Units
January	7782	5188	6783
February	5209	3377	5133 + **12676 Retrieved**
March	3447	742	1655
April	4174	-12	2291
May	**0**	921	
June	**0**	4118	
July	9044 **DF**	3732	
August	3896 **RP**	3757	
September	2172	3288	
October	1605	2823	
November	1499	1791	
December	2761	5388	

The analysis of the consumption history reflects no event of any doubtful consumption pattern. Further, the record divulges that prior to the meter defectiveness, no units were charged to the Complainant which confirms that meter became defective during May, 2024, however, LESCO failed to allot defective code. The meter was replaced in August, 2024. In the month of July, 2024 and August, 2024; average bill were charged to the Complainant.

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 August, 2024 and the impugned detection bill based on the retrieved units was charged during the month of February, 2026 which stands in violation of the CSM. As above, a delay has been noted in between 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, the average bills charged during the period in which the meter remained defective are considered final and, therefore, do not require any revision. Nevertheless, the bills reflecting zero consumption for the

period from May, 2024 to June 2024, prior to the replacement of the defective meter, are liable to be revised in accordance with the prescribed average billing formula.

4. Foregoing in view, LESCO is directed to withdraw aforementioned detection bill of 12676 units charged to the Complainant during February, 2026. Moreover, LESCO is also directed to charge average bills for the month of May, 2024 and June, 2024 in accordance with the provision of CSM. 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, October 12, 2026