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 05/4138-2026
October 26, 2026

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

Subject: **WRIT PETITION NO. 50129/2026: COMPLAINT FILED BY MR. ZEESHAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 24 11133 0340700)**
Complaint No. **LESCO-LHR-80133-09-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 26, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (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. Incharge Complaint Cell, (Focal Person to NEPRA),
   LESCO, 22-A, Queens Road, Lahore.
4. Mr. Zeeshan Ali S/o Amanat Ali,
   R/o Khalid Park, Bund Road, Lahore.
   03147797227

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-LHR-80133-09-26

Mr. Zeeshan Ali S/o Amanat Ali, ... **Complainant**
R/o Khalid Park, Bund Road, Lahore.

VERSUS

Lahore Electric Supply Company (LESCO) ..... **Respondent**
22-A, Queen's Road, Lahore.

Date of Hearings: October 14, 2026

On behalf of
Complainant: Mian Abdul Mateen, Advocate

Respondent: Mr. Miraj Khalid, XEN (Operation), LESCO

Subject: **WRIT PETITION NO. 50129/2026: COMPLAINT FILED BY MR. ZEESHAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 24 11133 0340700)**

DECISION

This decision shall dispose of the complaint filed by Mr. Zeeshan Ali through Mian Abdul Mateen, Advocate, Mateen & Associate Law Firm, Lahore (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "Respondent" or "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. Zeeshan Ali wherein the Complainant submitted that in the electricity bill issued by LESCO for the month of July, 2026 an exorbitant amount of Rs. 20,41,487/- was added, therefore, the Complainant approached LESCO for correction of bill, however, the issued remained un-resolved. Being aggrieved, the Complainant filed a complaint at NEPRA and also approached the Honorable Lahore High Court, Lahore through Writ Petition No. 50129/2026 whereby the Honorable Court vide order dated September 09, 2026, directed NEPRA to decide the matter through a speaking order after hearing the parties within thirty (30) days.

3. In order to proceed further, a hearing was held at NEPRA Head Office, Islamabad which was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. The case has been examined at length in light of the record made available by the parties, arguments advanced during the hearing, and the applicable law. Following has been observed:

(i) The Complainant's industrial connection is installed against reference number 24 11133 0340700 with sanctioned load 37-kW. LESCO charged a detection bill for 6976 units on the basis of one (red) phase dead i.e. 33.3% slowness for a period of two months w.e.f. from March, 2026 to April, 2026 based on checking made by LESCO on May 12, 2026.

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad

(ii) LESCO conducted checking on May 12, 2026 at site whereby one phase of the energy meter was found dead stopped. At the time of checking the readings were found as T1=87096, T2=902544 and total = 989640 reading dial. Subsequently, in the billing month of May, 2026, the readings were as T1=88256, T-2=909547 and in June, 2026 the readings were charged as T1=90018, T2=920207. The multiplying factor was also enhanced from the billing moth of May, 2026 to accommodate the slowness as per the provisions of Consumer Service Manual (CSM). Subsequently, the meter was replaced on July 27, 2026 and meter change order transpires the readings as T1=90689 and T2=922975. This shows that the bill was charged to the Complainant as per the actual meter reading at site.

(iii) According to Clause 4.3.3 (c) of the Consumer Service Manual (CSM), in case slowness is established in the metering equipment; the charging of bill for quantum of energy lost shall not exceed two previous billing cycles. In the instant case LESCO has charged the detection bill of 6976 units for two (02) months on the basis of 33.3% slowness which is justified, therefore, the same is payable by the Complainant.

4. Foregoing in view, it is concluded that the detection bill charged by LESCO for 6976 units on account of 33.3% slowness for a period of two (02) months (March, 2026 and April, 2026) is justified and payable by the Complainant. Moreover, bill for the month of July, 2026 has been charged as per actual meter reading; as such no excessive billing has been established. The 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

26/10/26

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

Islamabad, October 26 **, 2026**

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