



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.05/3232-2026
September 01, 2026

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

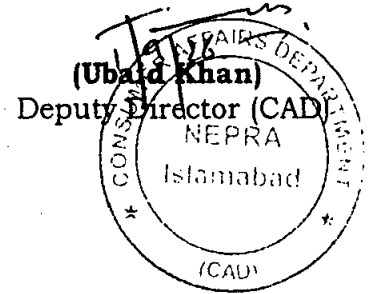
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 45 11721 2040300).
Complaint No. **LESCO-LHR-62281-09-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 01, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

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 Kasur Circle LESCO,
Kaim Kam Road, WAPDA Complex, Kasur.
6. XEN Kasur Rural Division LESCO,
Kaim Kam Road, WAPDA Complex, Kasur.
7. Mr. Muhammad Saleem
R/o 130-C, Gulberg Colony, Kasur.
Cell: 0300-6597426.





**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. LESCO-LHR-62281-09-25

Mr. Muhammad Saleem
130-C, Gulberg colony, Kasur.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: February 24, 2026

Complainant: Mr. Muhammad Saleem

Respondent: Mr. Javed Iqbal, XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45 11721 2040300)**

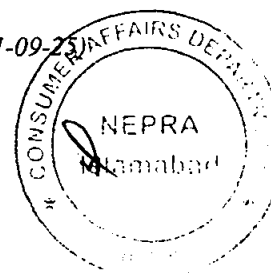
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Saleem (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (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 wherein it was submitted that the Complainant was charged with a detection bill by LESCO amounting to Rs. 610,966/- during the month of January, 2025. Accordingly, the matter was taken up with LESCO and in response LESCO submitted that a detection bill of 12823 units was charged against the Complainant's account due to meter defect i.e., one phase dead-stop. In order to analyze the matter, a hearing was held at NEPRA Provincial Office, Lahore which was attended by representatives of both parties i.e., LESCO and the Complainant wherein matter was discussed in detail.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant's agricultural connection installed against reference number i.e., 45-11721-2040300 was charged a detection bill of 12823 units during January, 2025 based on 33.3 % slowness on account of one phase dead stoppage of meter. Moreover, electricity bills since January, 2025 were also charged on enhanced MF i.e. 1.49. The Complainant was of view that the excessive detection bill was charged by LESCO inconsiderate of consumption history and defective meter has not yet been replaced by LESCO.



- ii. Perusal of the documentary evidence reveals that the Complainant's meter was checked by LESCO on January 29, 2025 and a discrepancy of one (1) phase dead of billing meter was found. Accordingly, on account of the said discrepancy, MF was enhanced to 1.49 from the billing cycles of January, 2025 and impugned detection bill of 12823 units was charged based on 33.3 % slowness for period of six (06) months i.e. July, 2024 to December, 2024 as evident in the below billing history:

January	6047	1932	140 (MF 1.49)	0 SS
February	6381	1888	343 (MF 1.49)	0 SS
March	5798	4244	4307 (MF 1.49)	8001 (MF 1.49)
April	6112	3612	1039 (MF 1.49)	0 (MF 1.49)
May	5168	3392	1322 (MF 1.49)	100 (MF 1.49)
June	4851	3599	1369 (MF 1.49)	3923 (MF 1.49)
July	3327	4413	1031 (MF 1.49)	
August	8760	3882	1003 (MF 1.49)	
September	2034	2240	79 (MF 1.49)	
October	4308	1839	0 SS	
November	4527	7174	0 SS	
December	4325	6023	0 SS	

As above, the defective meter was removed from the Complainant's premises by LESCO during September, 2025 due to non-payment of the outstanding amount without feeding disconnection, thus, reflecting zero consumption for several months and was reinstalled during March, 2026.

- iii. According to the clause 4.3.3 (c) of Consumer Service Manual (CSM,) in case slowness is established, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by LESCO in the instant matter by levying the detection bill for period of six (6) months. As above, LESCO should have charged detection bill on the basis of slowness for a period of two months only prior to date of checking i.e. January 29, 2025 and should have enhanced MF thereafter, till meter replacement however, in the instant matter, detection bill was charged for a period of six months. The defective meter has not yet been replaced yet by LESCO.
- iv. Taking note of above, detection bill of 12823 units charged to the Complainant during the month of January, 2025 is unjustified and excessive as it was calculated for a period of six months in violation of the relevant clause of CSM. Hence, detection bill is required to be revised for a period of two months prior to meter checking i.e. January 29, 2025 on the basis of slowness.
4. Foregoing in view, LESCO is directed to revise the aforementioned detection bill of 12823 units, charged to the Complainant during January, 2025 on the basis of 33.3% slowness to cover the period of only two months prior to date of meter checking i.e. January 29, 2025. Further, bills charged after the date of checking on enhanced MF, are justified and does not require any revision. LESCO is also directed to replace the defective meter without any further delay. 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 Shalkh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, September 21, 2026

CRC Decision: Mr. Muhammad Saleem vs LESCO (LESCO-LHR-62281-09-25) (CAD)