



# 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.05/2750 -2025  
July 10, 2025

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

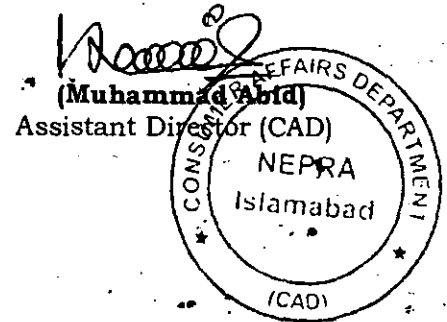
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAFARULLAH  
THROUGH MR. MUHAMMAD AFZAL UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION  
BILL (A/C# 45 11534 3145000).  
LESCO-NHQ-41234-07-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated July 10, 2025, regarding the subject matter for necessary action.

**Encl: As above**

Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),  
LESCO, 22-A, Queen's Road, Lahore.
3. Incharge Complaint Cell, (Focal Person to NEPRA),  
LESCO, 22a-A, Queens Road, Lahore.
4. Executive Engineer/XEN (Operation),  
Kot Lakhpat Division,  
132 KV Grid Station Old Kot Lakhpat Lahore.
5. Mr. Zafarullah through Mr. Muhammad Afzal,  
Sherwani Colony, Qainchi Amar Sidhu,  
Lahore Cantt. District Lahore.  
0301-4949200





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

**Complaint No. LESCO-NHQ-41234-07-24**

**Mr. Zafarullah through Mr. Muhammad Afzal**  
Sherwani Colony, Qainchi Amar Sidhu  
Lahore Cantt. District Lahore.

**..... Complainant**

**VERSUS**

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

**..... Respondent**

**Date of Hearing:** January 15, 2025  
March 06, 2025  
March 21, 2025  
April 17, 2025  
May 22, 2025

**On Behalf of  
Complainant:** Mr. Zafarullah  
Mr. Afzal

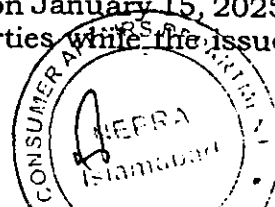
**Respondent:** Mr. Amjad Hussain Nagra, XEN (Operation), LESCO  
Mr. Tahir, XEN (Operation), LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAFARULLAH THROUGH MR. MUHAMMAD AFZAL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (REF # 45-11534-3145000).**

This decision shall dispose of the complaint filed by Mr. Zafarullah through Mr. Muhammad Afzal (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 a detection bill amounting to Rs. 21,957,269/- during the month of June, 2024 with mal fide intent of LESCO officials. The matter was taken up with LESCO. In response, LESCO vide a letter dated September 06, 2024 reported that the Complainant was charged a detection bill of 345301 units for the period of six months due to direct theft of electricity based on the connected load. The report of LESCO was shared with the Complainant for information/rejoinder which was challenged by the Complainant.

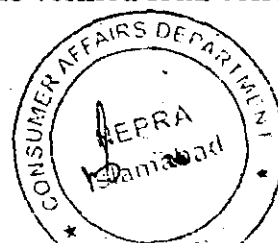
3. In order to proceed further, initial hearing was held on January 15, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties while the issue remained




pivoted upon the connected load & capacity of relevant transformer. As a way to examine the disputed premises in light of the hearing and to ascertain the ground facts, a site inspection was carried out by NEPRA officials on January 29, 2025 in presence of both the parties whereby it was noticed that the Complainant's industrial premises having present load to the tune of 46 kW was being energized from a 100 kVA common distribution transformer. It was also observed that the same transformer is also catering more than 200 Nos. of mixed load connections in the locality.

4. In order to arrive at an informed decision, follow up hearings were also held at the same venue and the matter was deliberated at length in presence of both the parties. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed.

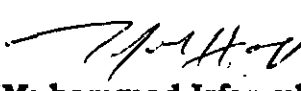
- i. The Complainant's industrial connection installed against reference number i.e. 45-11534-3145000 was charged a detection bill of 345301 units during the month June, 2024 on account of the direct theft of electricity. The dispute raised by the Complainant was that detection bill has been charged by LESCO with mala fide intent while being inconsiderate of the connected load at the premises. During the hearing, the Complainant mainly contested quantum of detection bill charged on 158 kW load. The Complainant did not deny the allegation of theft of electricity.
- ii. Perusal of the documentary evidence reveals that the detection bill was charged for period of six months i.e. December, 2023 to May, 2024 on the basis of connected load i.e. 158 kW which is consistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer as per which LESCO is allowed to charge detection bill for the maximum period of six months on basis of load in absence of undisputed previous and future consumption. However, considering the contentions of Complainant regarding the exorbitant detection bill based on exaggerated connected load, in conjunction with running load i.e. 20 kW & connected load i.e. 46 kW, established during the joint checking at the Complainant's premises, does point towards mala fide of LESCO officials. It is also suspicious that the Complainant's connection having sanctioned load of 7 kW, being fed from a 100 kVA transformer, was allowed to utilize industrial load of 158 kW by LESCO, without any extension of load. Scrutiny of the consumption history also reveals that the same does not commensurate with impugned load of 158 KW.
- iii. It is of note that transformer installed at the locality having nameplate rating of 100 kVA is technically limited in terms of operable power, thus, not compatible with assumed load i.e. 158 kW reflecting huge discrepancy on part of concerned LESCO officials. Moreover, the same discrepancy is corroborated by the fact that more than 200 Nos. of other connection were also being fed by the same transformer further casting doubt over the connected load as taken by LESCO for the evaluation of impugned detection bill. Being cognizant of the above, LESCO was also directed to inspect the 100 kVA transformer which was not complied by LESCO, providing reason to consider only available documentary evidence. Moreover, the contention of LESCO regarding the claimed modification of 100 kVA transformer (change in windings) remained unsubstantiated considering the fact that no such relevant report was submitted by LESCO.
- iv. Thus, the significant error on face of record was made by LESCO being evident from the factual incompatibility of the transformer with the disputed load which concludes that the detection bill based on the excessive load i.e. 158 kW, is on the higher side and is required to be revised as per the verified load connected at the site i.e. 46 kW.



5. Foregoing in view, LESCO is directed to issue revised detection bill in light of load verified at the Complainant's premises i.e. 46 kW instead of 158 kW. Revised bill be issued to the Complainant within thirty (30) days. Hence, the matter is disposed of in the above terms.

  
(Lashkar Khan Qambrani)

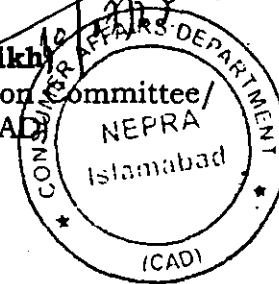
Member, Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor

  
(Naweed Ishaq Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)



Islamabad, July 10, 2025