



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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Consumer Affairs Department

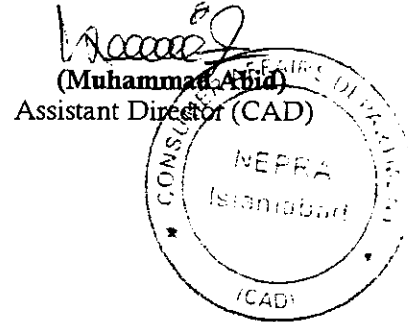
TCD.05/ 258/1 -2025
June 27, 2025

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. MUHAMMAD YOUNIS S/O MUHAMMAD SHABIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 07 11129 1380600).**
LESCO-NHQ-45089-10-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated June 27, 2025, regarding the subject matter for necessary action and compliance.

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 Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
4. Mr. Muhammad Younis S/o Muhammad Shabbir,
Budha Dharha, Qesar Town, Shahdara, Lahore.



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

Complaint No. LESCO-NHQ-45089-10-24

Mr. Muhammad Younis,
Budha Dharha, Qesar Town, Shahdara,
Lahore.

..... Complainant

Versus

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

..... Respondent

Date of Hearing: December 03, 2024

On behalf of:
Complainant: Mr. M. Younis

Respondent: Mr. Muhammad Saadat, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUNIS S/O MUHAMMAD SHABBIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 07 11129 1380600).

This decision shall dispose of the complaint filed by Mr. Muhammad Younis S/o Muhammad Shabbir, Budha Dharha, Qesar Town, Shahdara (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. The Complainant in his complaint submitted that LESCO has illegally charged a detection bill on allegation of use of direct supply. The Complainant requested for withdrawal of the detection bill. The matter was taken up with LESCO and hearings were held regarding the matter.

3. During the hearings, LESCO submitted that the Complainant was involved in theft of electricity through direct supply from main line and thus a detection bill of 1120 units for the period from February 2024 to July 2024 (06) months was charged to the Complainant. The Complainant informed during the hearing, that direct supply was used by his neighbour and detection bill was mistakenly charged to him. The billing history of the complainant is as under:

