



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**

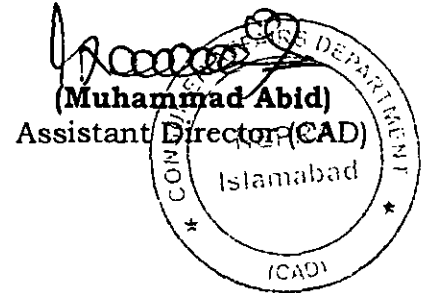
TCD.05/3940-2025
September 16, 2025

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 SHAHZAD S/O ALLAH DITTA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 15 11533 1532904 U).**
Complaint No. LESCO-LHR-47279-11-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 16, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above



Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Incharge Central Complaint Cell LESCO,
LESCO, 22-A, Queens Road, Lahore.
3. Mr. Muhammad Shahzad S/O Allah Ditta,
Dakhana Khas Kamaha, Near Ghazi Chowk, Al Noor Pharmacy,
Lahore Cantt, Lahore
Cell#0321-4214393



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

Complaint No. LESCO-LHR-47279-11-24

Mr. Muhammad Shahzad S/O Allah Ditta,
R/O Dakhana Khas Kamaha, Near Ghazi Chowk, Al Noor Pharmacy,
Lahore Cantt, Lahore
Cell#0321-4214393

Complainant

Versus

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

Respondent

Date of Hearing: April 22, 2025
May 21, 2025
July 10, 2025
July 18, 2025
July 24, 2025

On behalf of:
Complainant: Mr. Shahzad

Respondent: 1) Mr. Arnjad Nagra, XEN, LESCO
2) Mr. Sajjad, RO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAHZAD S/O ALLAH DITTA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 15 11533 1532904 U).**

DECISION

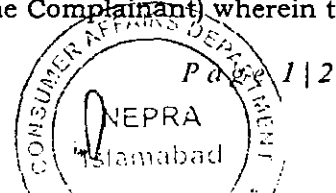
This decision shall dispose of the complaint filed by Mr. Muhammad Shahzad S/O Allah Ditta (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO has charged him a detection bill amounting to Rs. 636,103/- during October 2024 that is significantly higher than his actual load and consumption. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO vide letter dated January 01, 2025 submitted that the Complainant's connection was checked on October 15, 2024 wherein it was found that electricity was being stolen through direct hook. Subsequently, a detection bill of 7620 units was charged to the Complainant in October 2024 for six-month period (April to September 2024) on the basis of connected load (i.e., 4.25 kW) plus one AC to recover the loss sustained by LESCO. The LESCO's report was forwarded to the Complainant, however, the Complainant challenged it by submitting a rejoinder.

4. In order to probe further into the matter, hearings were held at NEPRA Office, Lahore, which were attended by representatives of both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail.

CRC Decision: Muhammad Shahzad vs LESCO (LESCO-LHR-47279-11-24)



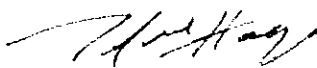
5. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's residential connection installed against reference No. 15 11533 1532904 U with sanctioned load 2 kW located at Moza Kamahan, Lahore was charged a detection bill of 7620 units in October 2024 for six-month period (April to September 2024) based on connected load (i.e., 4.25 kW) plus one AC on account of alleged use of direct supply. However, the Complainant contested the detection bill by saying that the bill was significantly higher than his actual load and consumption. The LESCO was directed to check connected load of the premises in presence of the Complainant and to submit the report. Subsequently, the report was submitted by LESCO as per which the actual connected load was found to be 1.89 kW.
- ii. The Complainant has not denied allegations of theft of electricity; meaning thereby that he was involved in theft of electricity.
- iii. Perusal of documentary evidence reveals that the aforementioned detection bill of 7620 units, charged in October 2024 is on higher side as it was calculated based on excessive load of 4.25 kW which is not in line with the connected load checked by LESCO. Hence, the detection bill of 7620 units, charged in October 2024 is required to be revised as per provision of Consumer Service Manual (CSM), which provides that detection bill charged on the basis of connected load or sanctioned load whichever is higher. In this case the connected load is 1.89 kW against the sanctioned load of 2 kW.

6. Foregoing in view, LESCO is directed to revise the aforementioned detection bill of 7620 units charged in October 2024 on the basis of sanctioned load i.e. 2 kW instead of 4.25 kW. The revised bill be issued to the Complainant within thirty (30) day. 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 Niaz Shalkh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 16, 2025

