



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.

Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/5708-2025
September 01, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM SARWAR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#08 11131 0849700 U)
Case No. LESCO-LHR-52247-03-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 01, 2025 regarding the subject matter for necessary action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station,
Abdul Qadir Jilani Road, Lahore
4. XEN Ravi Road Division, LESCO,
137-Block No.03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Ghulam Sarwar
R/O Near Flourian Area, Abbas Nagar, Janubi Shahdara, Lahore..
Cell# 0333-4040643





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-52247-03-25

Mr. Ghulam Sarwar
Flourian Area, Abbas Nagar, Janubi Shahdara
Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: April 22, 2025
July 29, 2025

Complainant: Mr. Ghulam Sarwar

Respondent: Mr. Sooban Siddique XEN (Operation), LESCO
Mr. Amin Ullah, Addl. XEN (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM SARWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 08-11131-0849700)
Case No. LESCO-LHR-52247-03-25

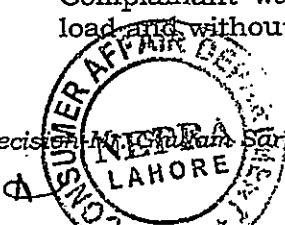
DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Sarwar (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. NEPRA received a complaint wherein it was submitted that the Complainant was charged with an unjustified bill by LESCO amounting to Rs. 311,348/- during December, 2024. Accordingly, the matter was taken up with LESCO and subsequent hearings were held at NEPRA Provincial Office, Lahore which were attended by both parties wherein the matter was discussed in detail. During the hearings, LESCO officials submitted that a detection bill of 3910 units was charged against the Complainant's account on the pretext of meter tampering i.e. scratches on meter. The Complainant contested the submissions of LESCO and denied their validity.

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 residential connection installed against reference number i.e. 08-11131-0849700 located at Abbas Nagar, SHD, Lahore was charged a detection bill of 3910 units during December, 2024 on account of the alleged electricity theft i.e. scratches on the meter body. The dispute raised by the Complainant was that the exorbitant detection bill inconsiderate of minimal load and without evidence has been charged by LESCO.

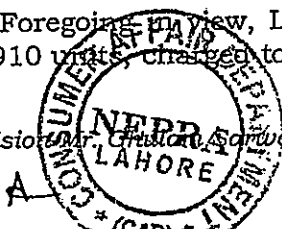


- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of 6 months i.e. June to November, 2024 on the basis of load i.e. (3.6) kW along with (1) AC which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. meter tampering as per which corresponding detection shall be charged in the order of priority i.e. previous consumption history, future consumption and lastly on the load basis as envisaged in same clause and only for the maximum period of (3) months which has not been followed by LESCO in the instant matter. Moreover, clause 9.2.2 of the CSM also obligates LESCO to adopt defined/specific procedure for establishment of illegal abstraction which has also not been followed by LESCO in the instant matter.
- iii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

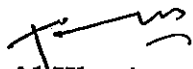
Month/Year	2022	2023	2024	2025
January	103	154	7	52
February	103	158	24	30
March	124	171	19	87
April	248	208	84	83
May	475	201	123	169
June	419	163	178	
July	441	235	184	
August	379	233	184	
September	326	158	138	
October	238	93	124	
November	169	39	95	
December	146	14	40	

- iv. The analysis of consumption history reveals that the Complainant maintained a healthy consumption during the detection period which does commensurate with consumption recorded during the previous year when analyzed on the corresponding months & on average basis. Thus, scrutiny of the Complainant's electricity consumption does not reflect significant dip during disputed period. The same underlines the fact that detection bill charged to the Complainant is devoid of any solid grounds as the revenue loss claimed through the detection bill remains unproven by perusal of consumption history and thus, fails to implicate the Complainant in the theft of electricity.
- v. Moreover, allegation leveled against the Complainant was premised solely on the presence of scratches on name plate of the meter. However, such superficial markings cannot, in themselves, be construed as a valid or sufficient ground to establish any theft of electricity. According to clause 9.2.2 (c) of CSM, LESCO may take photo/video graphic evidence of theft to present before the competent forum which was also not provided by LESCO. Hence, arguments advanced and evidence submitted by LESCO in support of detection bill can be adjudged as invalid in accordance with relevant clauses of the CSM while also being inconclusive after due consideration of the healthy consumption during the detection period; and absence of photo/video graphic evidence and valid M&T report of the tampered meter which requires withdrawal of the detection bill.

4. Foregoing may view, LESCO is directed to withdraw the aforementioned detection bill of 3910 units, charged to the Complainant during December, 2024 and revised bill be



issued to the Complainant within thirty (30) days. Further proceedings in this matter are hereby disposed on above terms.


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 01, 2025


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

