



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.05/5709-2025
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. SALMAN ZAHID
S/O MUHAMMAD ZAHID SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#07 11154 0402200 U)
Case No. LESCO-LHR-45406-10-24**

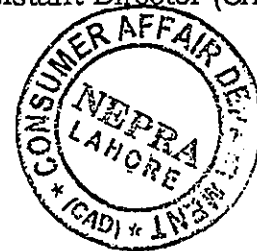
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 01, 2025 regarding the subject matter for necessary action, please.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. The 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 Badami Bagh Division, LESCO
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mr. Salman Zahid S/O Muhammad Zahid
R/O House no. 09, Street no. 93, Mohallah New Wasanpura, Lahore.
Cell# 0321-4240778


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-45406-10-24

Mr. Salman Zahid
House No. 09, Street No. 93, Mohalla New Wassanpura
Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: August 13, 2025

Complainant: Mr. Salman Zahid

Respondent: Mr. Faizan Ali XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SALMAN ZAHID
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 07-11154-0402200)
Case No. LESCO-LHR-45406-10-24**

DECISION

This decision shall dispose of the complaint filed by Mr. Salman Zahid (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 the Complainant disputed the charging of exorbitant detection bill by LESCO during September, 2024. The case was taken up with LESCO and in response, LESCO submitted that detection bill of 4715 units was charged against the Complainant's account on the pretext of meter tampering. In order to analyze the matter, a hearing was held at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed in detail and during which the allegation was challenged by the Complainant.

3. 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:

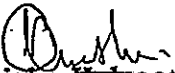
- i. The Complainant's residential connection, bearing reference number i.e. 07-11154-0402200 was charged a detection bill of 4715 units during September, 2024 on account of alleged electricity theft i.e. hole in meter body for which FIR has also been registered against the Complainant. The dispute raised 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. March to August, 2024 on the basis of load of 1100 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 the illegal abstraction i.e. meter tampering as per which the corresponding detection shall be charged in the order of priority i.e. previous consumption history, future consumption and lastly on 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.

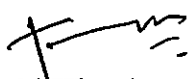
- iii. Scrutiny of the Complainant's electricity consumption during partial detection period i.e. August, 2024 in comparison with corresponding months of previous years reveals unhealthy consumption, categorizing the same as the suspicious period, however, reflecting no dip during the remaining period i.e. March to July, 2024. Moreover, even considering the argument of Complainant regarding claimed segregation/reduction of connected load against the subject connection, during suspicious period, the same is not supported by the following increased consumption since meter replacement and thus, fails to justify decrease against impugned meter, which implicates the Complainant in alleged illegal abstraction.
- iv. Taking cognizant of the above, keeping in line with clause 9.2.3 of CSM and after duly considering the contentions of Complainant, it is concluded that detection bill charged to the Complainant is on the higher side and does not prove to be a legitimate tool to recover revenue loss over period of six months. Hence, detection bill is required to be revised for the suspicious period of only one month i.e. August, 2024 on the connected load basis as per relevant clause of CSM.

4. Foregoing in view, LESCO is directed to revise detection bill of 4715' units only for the period of one month i.e. August, 2024 and revised bill be shared with the Complainant during upcoming billing cycle. The instant matter is being disposed in above terms.


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 01, 2025


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

