



**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.05/5732-2025
September 02, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
SHAHID S/O MUHAMMAD RAFIQUE UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION
BILL (REF#13 11554 1553000 R)
Case No. LESCO-LHR-44778-10-24**

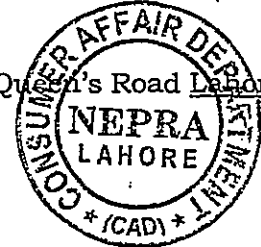
Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated September 02, 2025 regarding the subject matter for necessary
action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director, LESCO, 22-A, Queens Road Lahore.
2. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO, 425-EE, DHA, Ghazi Road, Lahore.
4. XEN Aziz Bhatti Division, LESCO 132Kv Ghazi Grid, Near IT Centre LESCO, Lahore
5. Mr. Muhammad Shahid S/O Muhammad Rafique,
R/O Razzaq Street, Graveyard Bao wala Darbar, Barki Road, Lahore.
Cell#0321-3825440





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-44778-10-24

Mr. Muhammad Shahid
Razzaq Street, Graveyard Bao wala Darbar
Barki Road, Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: February 27, 2025
April 30, 2025
June 26, 2025
July 17, 2025

Complainant: Mr. Muhammad Shahid

Respondent: Mr. Abdul Rasheed, Addl. XEN (Operation), LESCO
Mr. Tehzeeb-ul-Hasnain SDO (Operation), LESCO

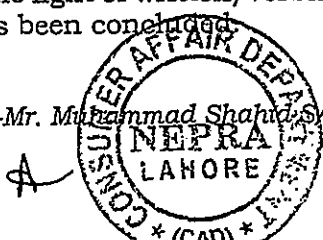
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAHID S/O MUHAMMAD RAFIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 13-11554-1553000)
Case No. LESCO-LHR-44778-10-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Shahid (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").

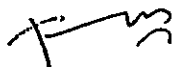
2. NEPRA received a complaint wherein it was submitted that the Complainant was charged with a detection bill amounting to Rs. 74,733/- by LESCO during May, 2024. The Complainant approached LESCO but the grievances of Complainant were not redressed. Subsequently, he escalated the matter to NEPRA seeking resolution of his complaint and redressal of his grievance. Accordingly, the matter was taken up with LESCO for submission of parwise comments/report. In response, LESCO submitted that the Complainant was charged detection bill of 1195 units on account of the direct electricity theft.

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



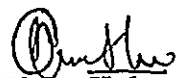
- i. The Complainant's residential connection installed against a reference number i.e. 13-11554-1553000 was charged detection bills of 1195 units during May, 2024 on account of the direct theft of electricity. The dispute raised by the Complainant was that detection bill has been charged by LESCO with mala fide intent without any evidence.
- ii. Perusal of the documentary evidence reveals that the detection bill of 1195 units were charged for period i.e. December, 2023 to February, 2024 on the basis of connected light load i.e. (2.8) kW. The same is inconsistent with the 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, however, in an order of priority i.e. previous consumption history, future consumption and lastly on load basis which has not been followed by LESCO in the instant matter.
- iii. Moreover, considering the contentions of Complainant regarding vacancy of the premises resulting into low consumption during the same period, is supported by corresponding very low consumption against the gas connection also installed at the same premises. Hence, reliance cannot be made upon the consumption pattern for any claimed allegation of theft, solely which demand further tangible evidence in support of claimed theft of electricity.
- iv. According to clause 9.1.4 of CSM, LESCO is obligated to present evidence of theft, photos/video graphic evidence, however, LESCO failed to submit any concrete evidence in support of direct theft of electricity by the Complainant. Hence, the arguments advanced & evidence submitted by LESCO in support of the detection bill can be adjudged as invalid in accordance with relevant clauses of CSM while also being inconclusive after due consideration of valid consumption during the detection period; and absence of any photo/video graphic evidence which requires withdrawal of detection bill.

4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 1195 units, charged to the Complainant in May, 2024 on account of using direct supply and revised bill be issued to the Complainant within thirty (30) days. Further proceedings in this matter are hereby closed on above terms.


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 02, 2025


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

