



**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.

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**Consumer Affairs
Department**

POL.05/8061-2025
August 05, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ARSHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF#08 11251 0822004 U)**
Case No. LESCO-LHR-38346-05-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 05, 2025 regarding the subject matter for necessary action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director
2. LESCO, 22-A, Queens Road, Lahore.
3. Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
5. XEN Civil Line Division, LESCO
2/8-Farid Kot Road, Lahore.
6. Mr. Muhammad Arshad
R/O House No. 64, Zaildar Road, Ichra, Lahore
Cell # 0300-4318959





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

Complaint No. LESCO-LHR-38346-05-24

Mr. Muhammad Arshad

House No. 64, Zaildar Road, Ichra, Lahore.

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... Respondent

Date of Hearing: May 21, 2025

On behalf of:

Complainant: Mr. Muhammad Arshad

Respondent: Mr. Naveed, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ARSHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (REF # 08-11251-0822004)

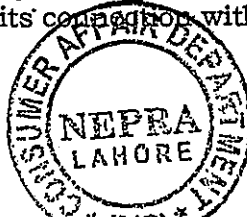
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Arshad (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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 excessive bills in the form of adjustment on allegation of electricity theft. The Complainant approached LESCO but the grievances of Complainant were not redressed. Accordingly, the matter was taken up with LESCO for submission of para wise comments/report. In response, LESCO vide letter dated July 15, 2024 submitted that detection bill of 877 units was charged against the Complainant on the pretext of direct electricity theft which was challenged by the Complainant. The LESCO's report was forwarded to the Complainant, however, the Complainant challenged the same submitting its rejoinder.

3. In order to probe further into the matter, a hearing was held on May 21, 2025 at NEPRA Provincial Office, Lahore which was 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 reference number i.e. 08-11251-0822004 was charged a detection bill of 877 units during March, 2024 for period of three months i.e. November, 2023 to January, 2024 on account of using direct electricity supply. The Complainant was of the view that the detection bill was charged against its connection with mala fide intent.



- ii. Perusal of the documentary evidence reveals that the detection bill of 877 units was charged for the period i.e. November, 2023 to January, 2024 on basis of connected load i.e. 2.99 kW. The same is inconsistent with 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 the load basis which has 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
January	120	174	183
February	136	118	113
March	202	166	121
April	466	186	200
May	937	326	319
June	1022	457	636
July	460	582	553
August	287	522	448
September	49	439	453
October	25	258	467
November	152	138	209
December	126	114	110

The consumption history reveals that the Complainant maintained a healthy consumption pattern during detection period. As above, available consumption volume was found commensurate with corresponding months of previous year i.e. 2022-23. Thus, scrutiny of the Complainant's electricity consumption does not reflect dip during disputed period. The same underlines 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 the consumption history and thus, fails to implicate the Complainant in the 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 healthy consumption during the detection period; and absence of photo/video graphic evidence which requires withdrawal of detection bill.
4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 877 units, charged to the Complainant during March 2024. Revised bill be shared with the Complainant within (30) days. The instant matter is being disposed in above terms.

(Ubaid Khan)
Member Complaints Resolution
Committee/Assistant Director (CAD)

(Aisha Kalsoom)
Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, August 05, 2025

