



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.05/5081/2025
August 06, 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 REHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
& DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO
REGARDING DETECTION BILL (REF # 03-11262-0227757)
Case No. LESCO-LHR-56263-06-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 06, 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
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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Shahpur Division, LESCO
132kv Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Muhammad Rehan
R/O Muhallah Major Shah, Ayyat Garden, Lahore.
Cell#0322-4120455





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

Complaint No. LESCO-LHR-56263-06-25

Mr. Muhammad Rehan
Muhalla Major Shah, Ayyat Garden, Lahore.

..... Complainant

VERSUS

Lahore Electric Supply Company (LESCO)
22-A, Queen's Road Lahore.

..... Respondent

Date of Hearing: July 17, 2025

Complainant: Mr. Muhammad Rehan

Respondent: Mr. Muhammad Farooq Revenue Officer, LESCO

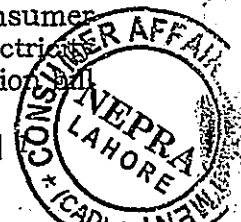
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD REHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (REF # 03-11262-0227757)

This decision shall dispose of the complaint filed by Mr. Muhammad Rehan (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 from Mr. Muhammad Rehan wherein it was submitted that the Complainant was charged detection bill of Rs. 99,185/- against its connection with mala fide intent of LESCO officials. The matter was taken up with LESCO and hearing was held at NEPRA Provincial office, Lahore wherein LESCO officials reported that detection bill of 1382 units was charged against the Complainant on the pretext of direct electricity theft which was challenged by the Complainant.

3. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed.

- i. The Complainant's residential connection installed against a reference number i.e. 03-11262-0227757 was charged detection bills of 1382 units during October, 2024 respectively on account of the direct theft of electricity. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with mala fide intent while being inconsiderate of connected load at the premises and in the absence of any evidence.
- ii. Perusal of the documentary evidence reveals that the detection bills of 1382 units were charged for period i.e. July to September, 2024 on basis of connected light load i.e. 4.1 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. The analysis of consumption history reveals that the Complainant's connection was installed during February, 2024 and since then, healthy consumption was maintained by the Complainant prior, following and during the detection period which does commensurate with the sanctioned load of connection. Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the 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 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 the view, LESCO is directed to withdraw the detection bill of 1382 units and 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 06, 2025

