



**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**

6004
POL.05/ -2025
September 11, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TANVEER HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#07 11641 0621800 U)
Case No. LESCO-LHR-43077-08-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 11, 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. Manager/Incharge, Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E Sheikhpura, LESCO
Lahore-Sargodha Road, Near Regal Cinema, Sheikhpura.
4. XEN Muridke, LESCO
Banglow Puli Stop, Bungla Road, Sheikhpura.
5. Mr. Tanveer Hussain
R/O Street No. 07,
Near Sheranwala Chowk, Haddoke, Muridke, Sheikhpura





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-43077-08-24

Mr. Tanveer Hussain

Street No. 07, Near Sheranwala Chowk
Haddoke, Muridke, Sheikhupura.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: June 02, 2025

Complainant: Mr. Tanveer Hussain

Respondent: Hafiz Jawad, Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TANVEER HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF # 07-11641-0621800)

DECISION

This decision shall dispose of the complaint filed by Mr. Tanveer Hussain (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 an illegal detection bill amounting to Rs. 80,045/- during June, 2024 upon false allegation of the electricity theft. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. In response, LESCO vide letter dated December 24, 2024 submitted that detection bill of 1130 units was charged against the Complainant's account on the pretext of direct theft of electricity. The LESCO's report was forwarded to the Complainant, however, the Complainant challenged it by submitting a rejoinder.

3. In order to probe further into the matter, a hearing was held on June 02, 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. 07-11641-0621800 was charged a detection bill of 1130 units during June, 2024 on account of using direct supply. The Complainant was of the view that the detection bill was charged with the mala fide intent without any evidence.
- ii. Perusal of documentary evidence reveals that the detection bill of 1130 units were charged for period 1st March to May, 2024 on the basis of connected light load i.e. (3.5) kW. The same is inconsistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging the detection bill in case of direct theft of

electricity by a registered consumer as per which LESCO is allowed to charge detection bill, however, in 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 billing history of the Complainant is as follows:

Month/Year	2021 (units)	2022 (units)	2023 (units)	2024 (units)
January	88	67	60	68
February	106	65	72	75
March	124	83	82	81
April	189	173	125	130
May	262	174	185	192
June	221	145	181	171
July	245	197	199	124
August	313	208	184	210
September	233	198	139	175
October	216	138	147	0
November	100	83	90	0
December	83	72	78	138

iv. The analysis of consumption history reveals that the Complainant maintained consumption during the detection period consistent with the preceding and following months. Thus, scrutiny of the Complainant's electricity consumption does not reflect significant or 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.

v. 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 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 1130 units, charged to the Complainant during June, 2024 and revised bill be shared with the Complainant within thirty (30) days. Further proceeding in the matter are being closed by this office on above terms.

(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 11, 2025

