



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

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Link Road, Model Town, Lahore.

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Consumer Affairs Department

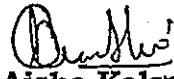
POL.05/4353-2025
July 15, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
AWAIS S/O MUHAMMAD RAUF UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11352
0026836 U)**
Case No. LESCO-LHR-56641-06-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 15, 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 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Baghbanpura Division, LESCO
Shalamar Complex, Shalamar Town, Lahore.
5. Mr. Muhammad Awais S/O Muhammad Rauf
R/O House No. 1128, Block B-I,
Muhalah Gujjar Pura, China Scheme, Lahore.
Cell#0322-6496771





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

Complaint No. LESCO-LHR-56641-06-25

Mr. Muhammad Awais

..... Complainant

House No. 1128, Block B-1, Muhalla Gujar Pura
China Scheme, Lahore.

Versus

Lahore Electric Supply Company (LESCO)

..... Respondent

22-A, Queens Road, Lahore.

Date of Hearing: July 10, 2025

On behalf of:

Complainant: Mr. Muhammad Awais

Respondent: Mr. Ata Ullah Khatak SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AWAIS S/O MUHAMMAD RAUF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11352 0026836 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Awais (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. The case was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore which was attended by representative of both the parties wherein the matter was discussed in detail. During which, LESCO official submitted that the detection bill of 3463 units was charged against the Complainant's account on the pretext of illegal abstraction i.e. meter tempering.

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. 01-11352-0026836 was issued a detection bill of 3463 units during June, 2025 on account of the alleged theft of electricity through meter tempering. The dispute raised by the Complainant was that the exorbitant detection bill in the absence of any evidence of claimed theft.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of 3 months i.e. March to May, 2025 on the basis of light load i.e. (4.1) kW along with one AC which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction electricity as per which LESCO is allowed to charge detection bill only for maximum period of three months and in an

order of priority i.e. previous consumption history etc. which has not been followed by LESCO in the instant matter. Moreover, clause 9.2.2 of the CSM also obligates LESCO to adopt defined/specific procedure for establishment of illegal abstraction which has also not been followed by LESCO in the instant matter.

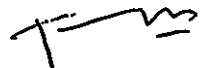
iii. The analysis of consumption history is as under:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
1	January	94	35	92
2	February	47	82	55
3	March	42	91	31
4	April	90	114	91
5	May	199	137	159
6	June	170	41	
7	July	94	183	
8	August	133	151	
9	September	174	170	
10	October	142	145	
11	November	111	151	
12	December	122	85	

iv. The analysis of consumption history reveals that the Complainant maintained a healthy consumption during the detection period which does commensurate with consumption recorded during the previous year when analyzed on the corresponding months and on average basis. Thus, scrutiny of the Complainant's electricity consumption does not reflect 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 9.2.2 (c) of CSM, LESCO may take photo/video graphic evidence of theft to present before the competent forum which was also not provided by LESCO. Hence, the arguments advanced and evidence submitted by LESCO in support of the detection bill can be adjudged as invalid in accordance with relevant clauses of the 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 the detection bill.

4. Foregoing in the view, LESCO is directed to withdraw the detection bill of 3463 units charged to the Complainant during the month of June, 2025 and revised bill be shared with the Complainant within thirty (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, July 15, 2025

