



**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.05/533-2025
September/6, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM ABBAS S/O IQBAL HAIDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 06 1111 0632403 U)**
Case No. LESCO-LHR-47545-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September/6, 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, Queen's Road Lahore.
2. Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Gulshan e Ravi Division, LESCO
88-A, Mian Road, Gulshan-e-Ravi, Lahore
5. Mr. Ghulam Abbas S/O Iqbal Haider
R/O House No. 124, Mohallah Dio Samaj Road, Sant Nagar, Lahore
Cell# 0300-3000405





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

Complaint No. LESCO-LHR-47545-12-24

Mr. Ghulam Abbas
R/O House No. 124, Mohallah Dio
Samaj Road, Sant Nagar, Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: July 22, 2025
August 26, 2025

Complainant: Mr. Ghulam Abbas

Respondent: Mr. Nauman Bhatti, XEN (Operation), LESCO
Mr. Munir Ahamd, Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM ABBAS
S/O IOBAL HAIDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF # 06-11111-0632403)

DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Abbas (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 by LESCO amounting to Rs. 357,137/- during the month of November, 2024. Accordingly, the matter was taken up with LESCO for submission of para-wise comments/report. However, LESCO failed to submit the required report within stipulated time period. In order to probe further into the matter, hearings were held 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. During the hearing, LESCO official reported that detection bill of 5912 units was charged against the Complainant's account on the pretext of meter tampering i.e. shunt in meter, which was disputed by the Complainant.

3. 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. 06-11111-0632403 was charged a detection bill of 5912 units during the

CRC Decision-Mr. Ghulam Abbas-LESCO-LHR-47545-12-24

Page | 1



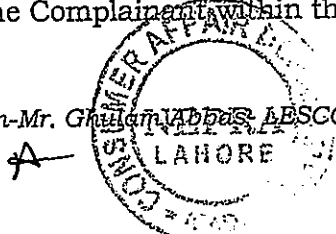
month of September, 2024. The dispute raised by the Complainant was that the exorbitant detection bill inconsiderate of minimal load and without evidence has been charged by LESCO.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of 6 months i.e. January to June, 2024 on the basis of load i.e. (3.9) kW along with (2) AC which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of the illegal abstraction i.e. meter tampering as per which the corresponding detection shall be charged in an order of priority i.e. previous consumption history, future consumption and lastly on the load basis as envisaged in same clause and only for the maximum period of (3) months which has not been followed by LESCO in the instant matter.
- iii. The billing history of the Complainant is as follows:

Month/Year	2022	2023	2024	2025
January	132	134	110	0
February	128	104	78	0
March	126	136	60	0
April	499	134	109	0
May	789	281	211	0
June	668	264	536	-
July	712	876	506	-
August	590	823	0	-
September	740	870	0	-
October	459	369	6	-
November	169	163	0	-
December	142	99	0	-

- iv. Scrutiny of the Complainant's electricity consumption during detection period in comparison with the corresponding months of previous years and preceding months reveals unhealthy consumption, categorizing the same as suspicious period. Thus, scrutiny of the Complainant's electricity consumption does reflect considerable dip during the disputed period. The same, then, argue against the version of Complainant upon which the Complainant failed to submit any patent justification. As above, the Complainant failed to maintain the healthy consumption which implicates the Complainant in alleged illegal abstraction as alleged by LESCO.
- v. Taking cognizant of the above, keeping in line with clause 9.2.3 of CSM and after duly considering the contentions of Complainant regarding volume of the detection bill, it is concluded that detection bill charged to the Complainant is on the higher side and does not prove to be a legitimate tool to recover revenue loss over period of six months. Hence, detection bill is required to be revised for the period of only three month on connected load basis as per relevant clause of CSM.

4. Foregoing in view, LESCO is directed to revise the aforementioned detection bill of 5912 units, charged during September, 2024 for period of three month and revised bill be issued to the Complainant within thirty (30) days.



5. Instant matter is hereby disposed of on the above terms.

(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 16, 2025

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

