



**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.05/6054-2025
September 17, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BILAL HUSSAIN
S/O AMANAT ALI SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING PROVISION OF NEW CONNECTION (REF# 09
11135 1042703 U)**
Case No. LESCO-LHR-48214-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 17, 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 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Ravi Road Division, LESCO
137-Block No.03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Bilal Hussain S/O Amanat Ali
R/O Mustafa Abad, House No. 6-B,
Dakhana Wandala Diyal Shah, Tehsil
Ferozewala, Sheikhupura
Cell# 0302-4805426





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-48214-12-24

Mr. Bilal Hussain

House No. 6-B, Mustafabad,
Wandala Diyal Shah, Ferozwala,
Shiekhupura.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: May 13, 2025
July 31, 2025

On behalf of:

Complainant: Mr. Bilal Hussain

Respondent:

Mr. Soban Siddique XEN (Operation), LESCO
Mr. Shoukat Ali Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BILAL HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING PROVISION OF METER (REF# 09-11135-1042703)

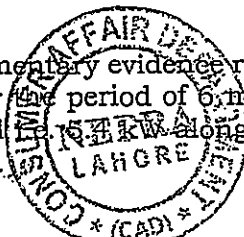
DECISION

This decision shall dispose of the complaint filed by Mr. Bilal 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 the Complainant requested for installation of new meter on the pretext of theft of already installed meter. The case was taken up with LESCO and in response, LESCO apprised that a detection bill of 6923 units was charged against the Complainant's account based on the meter tampering. In order to analyze the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties wherein the matter was discussed in detail.

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. 09-11135-1042703) was issued a detection bill of 6923 units during November, 2204 on account of the alleged theft of electricity through meter tampering. The dispute raised by the Complainant was that the exorbitant detection bill in the absence of any evidence of claimed theft, has been charged by LESCO.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of 6 months i.e. March to August, 2024 based on the light load of 154 KVA along with 2 Nos. of 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, future consumption and lastly on load basis, which has not been followed by LESCO in the instant matter. Moreover, clause 9.2.2 of CSM also obligates LESCO to adopt the defined/specific procedure for establishment of illegal abstraction which has also not been followed by LESCO.

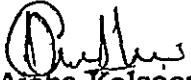
iii. The analysis of consumption history is as under:

Sr. No.	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
1	January	24	125	145
2	February	47	100	780
3	March	196	124	167
4	April	268	174	109
5	May	285	201	206
6	June	246	185	187
7	July	247	267	181
8	August	236	145	229
9	September	230	125	
10	October	201	175	
11	November	123	86	
12	December	86	122	

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 dip during the disputed period. The same underlines the 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 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, 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 and valid M&T report of the tampered meter which requires withdrawal of the detection bill.

4. Foregoing in the view, LESCO is directed to withdraw the detection bill of 6923 units charged to the Complainant during the month of November, 2024 and revised bill be shared with the Complainant within thirty (30) days. The instant matter is being disposed in above terms.


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 17, 2025

