

**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.05/4904-2025
July 22, 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 SHOUKAT ALI UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 14
11535 4132900 R)**
Case No. LESCO-LHR-51741-03-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated July 22, 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 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat,
Near PEL Factory, Lahore.
5. Mr. Muhammad Awais S/O Shoukat Ali
R/O Mohallah Rustam Park, Shahzada Road, Kahna Nau, Lahore
Cell#0321-1476028





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

Complaint No. LESCO-LHR-51741-03-25

Mr. Muhammad Awais
Mohallah Rustam Park, Shahzada Road
Kahna Nau, Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: May 21, 2025
July 10, 2025

On behalf of:
Complainant: Mr. Muhammad Awais

Respondent: Mr. Amjad Hussain Nagra XEN (Operation), LESCO
Mr. Sajid Revenue Officer, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AWAIS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 14-11535-4132900)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Awais (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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 dispute the charging of unjustified adjustment amounting to Rs. 149,771/- and requested for its withdrawal. The case was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties wherein matter was discussed in detail. During which, LESCO officials submitted that the detection bill of 1828 units was charged against the Complainant's account on the pretext of direct electricity theft.

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. 14-11535-4132900 was issued a detection bill of 1828 units during February, 2025 on account of the alleged direct theft of electricity. The dispute raised by the Complainant was that the exorbitant detection bill in the absence of any evidence has been charged by LESCO.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of three months i.e. September to November, 2024 on the basis of connected load i.e. (5.1) kW which is consistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity as per which the detection bill can be

charged in an order of priority i.e. previous consumption history, future consumption and lastly on the load basis, which has not been followed by LESCO in instant matter.

- iii. The analysis of consumption history reveals that the Complainant maintained a healthy consumption during the detection period which does commensurate with consumption recorded during previous months 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.
- 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 periods; 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 1828 units charged to the Complainant during the month of February, 2025 and revised bill be shared with the Complainant within thirty (30) days. This matter is being concluded as stated above.



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, July 22, 2025

