



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.05/5532-2025
August 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. MANZOOR HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILLING (REF NOO. 08-11641-0755301)
Case No. LESCO-LHR-45400-10-24**

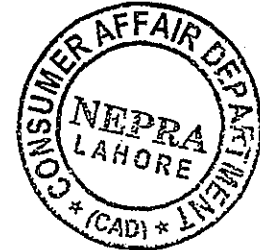
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 22, 2025 regarding the subject matter for necessary action please.

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 Sheikhupura, LESCO
Lahore-Sargodha Road, Near Regal Cinema, Sheikhupura.
4. XEN Muridke, LESCO
Banglow Puli Stop, Bungla Road, Sheikhupura.
5. Mr. Manzoor Hussain,
R/O Muhallah Khokhran Near Jnaz Gah Hadokay, Muridke.
Cell # 0328-6314426





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

Complaint No. LESCO-LHR-45400-10-24

Mr. Manzoor Hussain
Muhallah Khokhran Near Janaz Gah Hadokay
Muridke, Shiekhupura.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 25, 2025
April 17, 2025
June 19, 2025

Complainant: Mr. Manzoor Hussain

Respondent: Mr. Jawad, Revenue Officer, LESCO
Mr. Akram Khan, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MANZOOR HUSSAIN
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DETECTION BILLING (REF NOO. 08-11641-0755301)
Case No. LESCO-LHR-45400-10-24

DECISION

This decision shall dispose of the complaint filed by Mr. Manzoor 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 with exorbitant bill amounting to Rs. 77,366/- and requested for its withdrawal. The matter was taken up with LESCO and in response, LESCO submitted that a detection bill of 1014 units was charged against the Complainant's account on the pretext of direct theft of electricity. In order to analyze the matter, hearings were held at NEPRA Provincial office, Lahore which were attended by both the parties. 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.

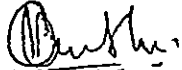
- i. The Complainant's residential connection installed against a reference number i.e. 08-11641-0755301 was charged detection bills of 1014 units during August, 2024 on account of the direct theft of electricity from main cable. The dispute raised by the Complainant was that detection bill has been charged by LESCO with mala fide intent without any evidence.
- ii. Perusal of the documentary evidence reveals that the detection bill of 1014 units were charged for period i.e. December, 2023 to May, 2024 on basis of connected light load i.e. (1.9) kW. The same is inconsistent with the clause 9.1.3 of the

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Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer as per which LESCO is allowed to charge detection bill for the maximum period of six months, however, 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.

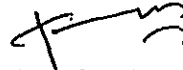
- iii. The analysis of consumption history reveals that healthy consumption was maintained by the Complainant prior, following and during the detection period which does commensurate with sanctioned load of connection. Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable 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 period; 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 1014 units and revised bill be shared with the Complainant within (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, August 22, 2025

