



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.

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**Consumer Affairs
Department**

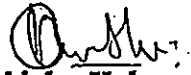
POL.05/5548-2025
August 25, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAFAR KHAN S/O AMIN KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF# 06 11751 0492901)**
Case No. LESCO-LHR-53896-05-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 25, 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 Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Kot Radha Kishan, LESCO
Kot Radha Kishan
5. Mr. Zafar Khan S/O Amin Khan
R/O Kot Aas Muhammad, Kot Radha Kishan
Cell# 0306-8612900





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

Complaint No. LESCO-LHR-53896-05-25

Mr. Zafar Khan

Kot Aas Muhammad, Kot Radha Kishan
Kasur.

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 17, 2025

Complainant: Mr. Zafar Khan

Respondent: Mr. Abdul Jabbar Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAFAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 06-11751-0492901)

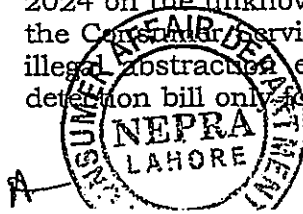
DECISION

This decision shall dispose of the complaint filed by Mr. Zafar Khan (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 representatives of both the parties wherein the matter was discussed in detail. During which, LESCO official submitted that the detection bill of 4062 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. 06-11751-0492901 was issued a detection bill of 4062 units during November, 2204 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, has been charged by LESCO.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of 3 months i.e. August to October, 2024 on the unknown basis which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction of 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. It is also of note that the detection bill lacks particulars of any notice issued to consumer and basis of criteria of charging detection bill which undermines the credibility of the detection bill. 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.

iii. The analysis of consumption history is as under:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
1	January	46	33	28
2	February	26	23	31
3	March	36	22	33
4	April	44	73	75
5	May	65	77	85
6	June	46	109	120
7	July	62	119	
8	August	26	121	
9	September	70	113	
10	October	132	100	
11	November	63	61	
12	December	22	33	

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 and following 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 which requires withdrawal of the detection bill.

4. Foregoing in the view, LESCO is directed to withdraw the detection bill of 4062 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, August 25, 2025

