



Consumer Affairs
Department

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

POL.05/5612 -2025
August 26, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BASHIR SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 14 11331 1321200 U)**
Case No. LESCO-LHR-51004-02-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 26, 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
Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Mcleod Road, Division, LESCO
Near Imperial Cinema Mcleod Road, Lahore.
5. Mr. Muhammad Bashir S/O Sher Muhammad
R/O Quarter No. 3, Mohallah PWD, Mcleod Road, Lahore
Cell#0320-4593155





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

Complaint No. LESCO-LHR-51004-02-25

Mr. Muhammad Bashir

Quarter No. 03, PWD, McLeod Road, Lahore.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: July 31, 2025

Complainant: Mr. Muhammad Bashir

Respondent: Mr. Ahsan Ameer SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BASHIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 14-11331-1321200)
Case No. LESCO-LHR-51004-02-25

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Bashir (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 during January, 2025. The case was taken up with LESCO and in response, LESCO submitted that the detection bill of 2954 units was charged against the Complainant's account on the pretext of direct electricity theft while a FIR also based on theft has also been registered against the Complainant being a habitual energy stealer. In order to analyze the matter, 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.

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. 14-11331-1321200 was issued a detection bill of 2954 units during January, 2025 on account of direct theft of electricity. The dispute raised by the Complainant was that detection bill has been charged by LESCO inconsiderate of connected load at the premises and pleaded for revision of levied bill.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of 6 months i.e. June to November, 2024 on the basis of load i.e. (2.4) kW along with 1 A/c for only (3) months. The same is inconsistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection

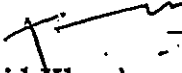
bill in case of direct theft of electricity by a registered consumer as per which LESCO is allowed to charge detection bill for the maximum period of six months, in the absence of undisputed consumption history. Moreover, the Complainant acceded to the alleged theft of electricity which requires none further analysis of consumption pattern and/or any evidence. However, the Complainant contended the assessed load and disputed the volume of detection bill.

iii. Duly considering contentions of the Complainant regarding impugned premises having no AC load and the same being concurred by LESCO officials during the hearing, provides the informed course to review the detection bill in terms of the connected load. Taking cognizant of the above, keeping in line with clause 9.1.3 of CSM, it is concluded that the detection bill charged to the Complainant is on higher side and does not prove to be a legitimate tool to recover revenue loss over period of (6) months on the AC load basis. Hence, detection bill is required to be revised for the detection period only for the light load i.e. 2.4 kW as per relevant clause of CSM.

4. Foregoing in view, LESCO is directed to revise detection bill of 2954 units as per the connected light load only 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 26, 2025

