National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.05/4324-2025
October 08, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAQEER HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 45 11751 0190104 R).**
Complaint No. **LESCO-LHR-52656-04-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 08, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Bilal)
Additional Director (CAD)

NEPRA
Islamabad
(CAD)

Copy to:

1. C.E/Customer Services Director
   LESCO, 22-A, Queens Road, Lahore.
2. Incharge NEPRA Provincial Office,
   Link Arcade Plaza, 54-B, GECH Society,
   Phase-III, Model Town, Link Road, Lahore.
3. Manager/Incharge
   Central Complaint Cell LESCO, (Focal Person, NEPRA)
   LESCO, 22-A, Queens Road, Lahore.
4. S.E Kasur Circle LESCO,
   Kaim Kam Road, Wapda Complex, Kasur.
5. XEN Kot Radha Kishan, LESCO
   Kot Radha Kishan.
6. Mr. Faqeer Hussain
   R/O Ross Bhail Near Attique Mills Rossa
   Bhail kot Radha Kishan District Kasur
   Cell#0333-8455550.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-52656-04-25

Mr. Faqeer Husssain ...... **Complainant**
R/O Ross Bhail Near Attique Mills Rossa
Bhai Kot Radha Kishan, Kasur.

VERSUS

Lahore Electric Supply Company (LESCO) .... **Respondent**
22-A, Queen's Road Lahore.

Date of Hearing: June 03, 2025
July 17, 2025

On Behalf of Complainant: Mr. Farman Ali

Respondent: Mr. Saqib Ali SDO (Operation), LESCO
Mr. Abdul Jabbar Revenue Officer, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAQEER HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (REF #45-11751-0190104)**

Decision

This decision shall dispose of the complaint filed by Mr. Faqeer 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. Brief facts of the case are that the Complainant in his initial complaint submitted that a detection bill of Rs. 1,166,146/- against his connection has been charged with mala fide intent of LESCO officials. The matter was taken up with LESCO and hearings were held at NEPRA office, Lahore wherein LESCO officials reported that detection bill of 27815 units was charged against the Complainant on account of electricity theft through meter tampering which was challenged by the Complainant.

3. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed.

(i) The Complainant's agricultural connection installed against a reference number i.e. 45-11751-0190104 (sanctioned load=18.6 kW) was charged the detection bill of 27815 units during August, 2024 on account of illegal abstraction i.e. meter tampering. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with mala fide intent while being inconsiderate of connected load at the premises and in the absence of any evidence.

(ii) Perusal of the documentary evidence reveals that the detection bill of 27815 units was charged for the period i.e. February to July, 2024 on the basis of connected load i.e. 17.7 kW. The same is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction as per which LESCO is allowed to charge detection bill 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 the instant matter.

(iii) The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2023 (Units)	2024 Units)	2025 (Units)
(1)	January	2759	2134	982

Sr. No.	Month/Year	2023 (Units)	2024 Units)	2025 (Units)
(2)	February	3821	1422	225
(3)	March	2875	1294	599
(4)	April	1154	1887	680
(5)	May	2943	3916	1140
(6)	June	2083	5754	995
(7)	July	1297	4427	840
(8)	August	2738	1268 **27815 D-Bill**	-
(9)	September	1293	1290	
(10)	October	2028	2556	
(11)	November	640	1276	
(12)	December	2149	1047	

The analysis of consumption history reveals that the Complainant maintained a healthy consumption during the detection period (February to July, 2024). Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. Further, the consumption is on higher side during the period for which LESCO has charged detection bill. The same underlines the 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.

(iv) Scrutiny of the M&T report of impugned meter as submitted by LESCO does point towards some software breach as alleged by LESCO, moreover, the same is not supported by any relevant documentary evidences.

(v) The analysis of detection bill divulges that that the Complainant has been charged load factor i.e. 0.6 on higher side which is also not in line with the contents of Annexure-V of CSM i.e. 0.15 in case of an agricultural consumer located in the perennial area which was corroborated by the evidence submitted by the Complainant. Further, according to the said load factor; consumption of the complainant during the period of detection bill (02/2024 to 07/2024) should be 12,220 units (18.6x.15x730x6=12,200) whereas the Complainant has showed a healthy consumption of 18700 units during the disputed period (02/2024 to 07/2024). Duly considering above narration along with the fact that the revenue loss claimed though the detection bill by LESCO does not commensurate with the previous consumption history & load factor and is required to be withdrawn.

4. Foregoing in the view, LESCO is directed to withdraw the detection bill of 27815 units charged to the Complainant during the month of August, 2024 and revised bill be shared with the Complainant within (30) days. The instant matter is being disposed of in above terms.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

08/10/25

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee /
Director General (CAD)

CONSUMER AFFAIRS DEPARTMENT
NEPRA
Islamabad
(CAD)

Islamabad, October 08 , 2025