



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.05/4334-2025
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. MUHAMMAD UMAIR IFTIKHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF# 45 11736 1873300).**

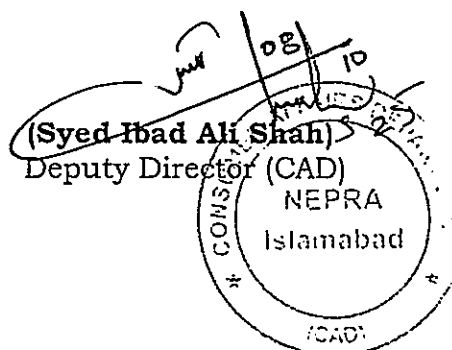
Complaint No. **LESCO-LHR-58217-03-25**

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

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 Chunian, LESCO
WAPDA Colony, Changa Manga Lahore, Chunian.
6. Mr. Muhammad Umair Iftikhar
R/O Khan Dudyiana, Chunian, District Kasur.
Cell#0309-6737302.





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

Complaint No. LESCO-LHR-58217-03-25

Mr. Muhammad Umair Iftikhar
Khan Dudiya, Chunian, Kasur.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 04, 2025
September 05, 2025

On behalf of
Complainant: Mr. Muhammad Umair Iftikhar (Online)

Respondent: Mr. Adeel Rafique SDO (Operation), LESCO
Mr. Babar TA, LESCO

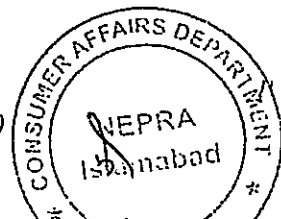
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD UMAIR IFTIKHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (Ref# 45-11736-1873300).
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Umair Iftikhar (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 NEPRA received a complaint wherein the issue agitated was that exorbitant detection bill was charged by LESCO during the month of March, 2025 and the Complainant prayed for its withdrawal. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both parties i.e. LESCO and the Complainant wherein the matter was discussed in detail. During the hearing, LESCO officials submitted that the detection bill of 67822 units was charged against the Complainant's account on account of meter tampering i.e. software breach. In agitation, quantum of the detection bill was disputed by the Complainant.

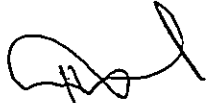
3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's agricultural connection installed against reference number (45-11736-1873300) was charged a detection bill of 67822 units during March, 2025 on account of meter tampering through software breach of the installed meter. The dispute raised by the Complainant was that the detection bill has been charged by LESCO inconsiderate of the actual usage of the connection at the premises.



- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of (14) months i.e. June, 2023 to July, 2024 on basis of load i.e. (18.6) kW.
- iii. The analysis of data retrieval report of the impugned meter transpires that software of the meter was breached on June 26, 2023, thus, the tampered meter remained active as billing meter until the replacement of the same during August, 2024.
- iv. The Consumer Service Manual (CSM) provides that upon confirmation of theft of electricity supply; detection bill shall be charged for six months maximum. However, LESCO has charged detection bill for 14 months in violation of provisions of CSM.

§4. Foregoing in view, LESCO is directed to revise the detection bill from fourteen (14) months to six (06) months. Revised bill be issued to the Complainant within thirty (30) days. The instant complaint is 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)


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 08, 2025

