



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-260002183

Consumer Affairs
Department

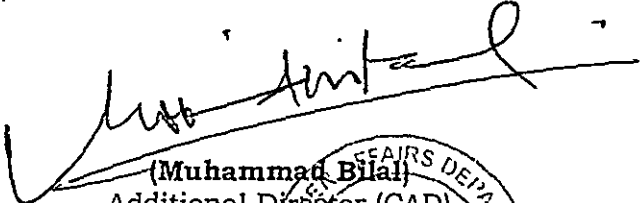
TCD.05/4453-2025
October 17, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. RAZIA BIBI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11341 0046300) LESCO-LHR-58015-07-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 17, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

NEPRA
Islamabad
(CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Assistant Director (CAD)
NEPRA Provincial Office, 54-B, 1st floor, Link Arcade Plaza
GECH Society, Phase-III, Model Town, Link Road, Lahore.
3. The, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
5. XEN Mughalpura Division, LESCO
Quaid-e-Azam Interchange Near Ring Road,
Harbancepura, Lahore.
6. Mst. Razia Bibi
R/O Irrigation Colony Quarter No. 06,
Set # 24, Canal Colony Mustafabad, Lahore.
Cell # 0322-4510393



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-58015-07-25

Mst. Razia Bibi

.....Complainant

R/O Irrigation Colony Quarter No. 06,
Set # 24, Canal Colony Mustafabad, Lahore.
Cell # 0322-4510393

Versus

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

.....Respondent

Date of Hearing: September 02, 2025
September 18, 2025

On behalf of
Complainant: Mr. Abdul Ghafoor

Respondent: Mr. Majid Basheer, SDO (Operation), LESCO
Mr. Muhammad Afzal, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. RAZIA BIBI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11341 0046300).

DECISION

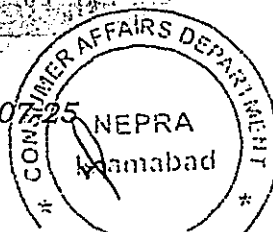
This decision shall dispose of the complaint filed by Mst. Razia Bibi (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 it was submitted that the Complainant was charged with various detection bills by LESCO. The Complainant approached LESCO but the grievances of Complainant were not redressed. Subsequently, the Complainant approached NEPRA seeking resolution of the matter. Accordingly, the matter was taken up with LESCO and hearings were held at NEPRA Office, Lahore wherein the matter was discussed in detail.

3. 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.

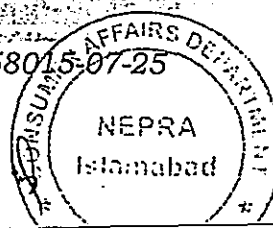
(i) The Complainant's has domestic connection installed against reference No. 01 11341 0046300 located at 9-Canal Rest House, Lahore. LESCO charged multiple detection bills as follows:

a. **July 2024:** 4,233 units for a six-month period, based on a connected load of 3 kW plus one AC;



- b. **April 2025:** 1,885 units for a six-month period, based on a connected load of 2.69 kW;
- c. **May 2025:** 1,416 units for a one-month period, based on a connected load of 9.7 kW;
- d. **July 2025:** 2,568 units, for two-months period, based on a connected load of 4.5 kW;
- e. **July 2025:** 919 units for a one-month period, based on a connected load of 6.3 kW;
- f. **August 2025:** 1,842 units for a one-month period, based on 4.4 kW load plus one AC;
- (ii) All above-mentioned detection bills were charged on account of alleged electricity theft. However, the Complainant contended that the detection bills had been charged by LESCO with the mala fide intent i.e. in the absence of any evidence.
- (iii) Perusal of documentary evidence reveals that detection bills, charged to the Complainant are inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction 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 finally on the load basis etc. which has not been followed by LESCO in the instant matter. 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 in the instant matter.
- (iv) A joint site inspection by NEPRA and LESCO officials was conducted in the presence of the Complainant on September 19, 2025 whereby the Complainant's connected load was found 3.7 kW. It was also observed that the Complainant had installed a 7-kW solar system alongwith battery backup, which accounted for the recorded low electricity consumption. Additionally, no evidence or indication of electricity theft was found during the inspection. The connection is disconnected w.e.f. March, 2025 and the Complainant informed that since then they are meeting their electricity need through solar system.
- (v) The billing history of the Complainant is as follows:

Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
January	64	95	81
February	78	108	62
March	78	109	0
April	118	178	0 + 1885 (D. bill)
May	85	173	0 + 1416 (D. bill)
June	71	231	0
July	80	100 + 4233 (D. bill)	0 + 3487 (D. bill)
August	78	193	0 + 1842 (D. bill)
September	79	158	
October	293	169	
November	133	92	
December	132	67	



- (vi) It is pertinent to mention here that the Complainant maintained a consistent consumption and does not reflect considerable dips or variations during the disputed period. The same underlines the fact that detection bills charged to the Complainant are devoid of any solid grounds as the revenue loss claimed through detection bills remains unproven.
- (vii) According to the clause 9.2.2 (c) of the Consumer Service Manual (CSM), LESCO has to take photo/video graphic evidence of theft to present before the competent forum which was also not provided by LESCO in the instant matter. Arguments of the Complainant regarding dependency on solar system to meet the electricity demand for connected load of 3.7 kW are not valid especially during night time, therefore, the Complainant may be charged bills on the basis of consumption of previous year(s). Further already charged detection bills by LESCO are inconsistent with the connected load, therefore, the same are required to be revised.

4. Foregoing in view, LESCO is directed to withdraw all the detection bills charged to the Complainant during July 2024 and April 2025 to August 2025 and the Complainant be charged bills for the said months on the basis of average consumption as per the provisions of CSM. Revised bill be issued within thirty (30) days of issuance of this decision and the same be recovered from the Complainant in installments. Upon payment of first installment; the electricity supply be restored immediately. The Complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member Complaints Resolution Committee
Director (Consumer Affairs)

(Muhammad Irfan Ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 17, 2025

