



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/ 5320-2025
December 03, 2025

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

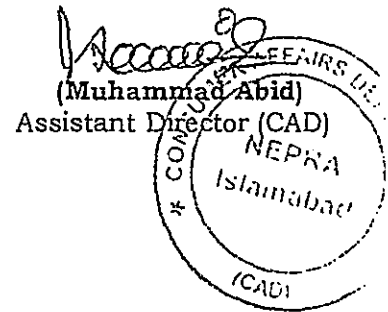
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIOAR ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO OFFICIALS REGARDING DETECTION BILL (REF # 24-
11142-0871601)**
LESCO-LHR-58600-08-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 03, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO, 425-EE, DHA,
Ghazi Road, Lahore.
4. Assistant Director NEPRA,
54-B, Link Arcade, GECH Society, Phase 3,
Link Road, Model Town, Lahore.
5. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
6. Mr. Zulfiqar Ali,
Opposite Mansha Hospital, Nawab Park,
Nawab Street, District Lahore.
0321-4024445.





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-58600-08-25

Mr. Zulfiqar Ali
R/O Opposite Mansha Hospital,
Navab Park, Nawab Street, Lahore.
Cell No. 0321-4024445.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: September 11, 2025
September 23, 2025
November 04, 2025

Complainant: Mr. Zulfiqar Ali (Online)

Respondent: Mr. Amir Iqbal, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIOAR ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 24 11142 0871601).

DECISION

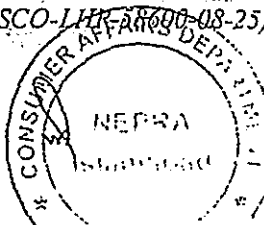
This decision shall dispose of the complaint filed by Mr. Zulfiqar Ali (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 June, 2025 and of which withdrawal was prayed by the Complainant. 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 318415 units was charged against the Complainant's account on pretext of meter tampering i.e. software breach. The LESCO report further explained that the concerned meter reader, while taking the meter reading observed that the actual running load was far greater than the load recorded by the billing meter as the premises was operating a large plastic factory. Subsequently, a check meter was installed in series with the billing meter. The next day, check meter recorded 155 kWH Off-peak and 14 kWH peak units, whereas the billing meter showed only 04 kWH Off-peak and 00 kWH peak units. Thus, it was found that the billing meter was 98% slow. Subsequently, the said detection bill was charged to the Complainant to recover the loss sustained to LESCO. In agitation, quantum of the detection bill was disputed by the Complainant.

3. In order to analyze matter, a hearing was held at NEPRA Head Office, Islamabad and the matter was discussed in detail. As a way to examine the disputed premises in light of

CRC Decision: Mr. Zulfiqar Ali vs LESCO (LESCO-LHR-58600-08-25)

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the hearing and to ascertain the ground facts, a site inspection was carried out by the NEPRA officials whereby it is clearly established that there were two halls on site out of which one was locked and the other was open. Moreover, the electricity supply to the premises has already been disconnected and none of the machines had rating plates due which the exact connected load could not be verified.

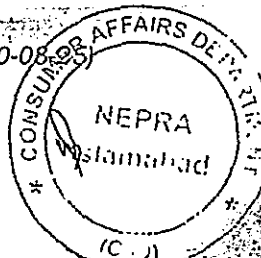
4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's industrial connection (B2) installed against reference number (24 11142 0871601) sanctioned load of 35 kW was charged a detection bill of 318,415 units during August, 2025 on account of meter tampering through software breach. The Complainant objected the detection bill and termed it excessive.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of (10) months i.e. September, 2024 to June, 2025 on basis of load i.e. (77) kW and 0.6 load factor while the same is inconsistent with clause 9.2.3 of Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. meter tampering as per which corresponding detection shall be charged in order of priority i.e. previous consumption history, future consumption and lastly on the load basis and for the period of six months which has not been followed by LESCO in the instant matter.
- iii. The billing history of the Complainant is as follows:

Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
January	1118	344	216
February	1549	350	347
March	1292	669	252
April	1609	625	223
May	2318	911	183
June	889	1693	168
July	754	1181	0
August	801	801	
September	696	906	
October	447	1727	
November	400	2218	
December	251	238	

Perusal of the billing data reveals that irregular consumption patterns substantiate LESCO's assertion regarding involvement in electricity theft. However, it has been observed that LESCO has charged the detection bill on the higher side by considering a load of 77 kW. LESCO has failed to provide any technical or documentary justification for charging the detection bill on an enhanced load basis.

- iv. The data downloading report shows event of programming/software breached; which transpires that the Complainant was involved in theft of electricity. However, the detection bill charged by LESCO is on higher side. The revenue loss claimed though the detection bill by LESCO does not commensurate with the load and requires fair revision. Hence, detection bill charged to the Complainant is on higher side and is required to be revised at sanctioned load (i.e., 35 kW) and 0.5 load factor for the period of the six months in accordance with the provisions of the CSM.



5. Foregoing in view, LESCO is directed to revise the detection on sanctioned load of i.e., 35 kW for a period of six (06) months prior to date of checking, in accordance with the provisions of the Consumer Service Manual and revised bill be shared with the Complainant within (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 Inam Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, December 03, 2025

