



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

**Consumer Affairs  
Department**

TCD.05/5037 -2025  
November 18, 2025

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

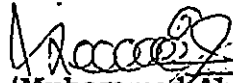
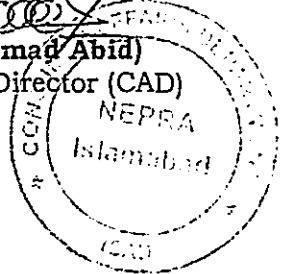
**SUBJECT: DECISION IN THE MATTER OF WP NO. 57668-25 FILED BY MR. MUHAMMAD MUSTAFA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 27-11735-1414110 & 03-11735-0838007).**  
-Complaint No. LESCO-NHQ-52202-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 18, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service Director,  
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial  
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional office,  
54-B, Link Arcade, GECH Society,  
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO  
Focal Person To NEPRA,  
LESCO, 22-A, Queen's Road, Lahore.  
Cell # 0370-4990220.
5. Mr. Muzammal Rafiq S/o Muhammad Rafiq,  
Mandi Kanganpur, Tehsil Chunian,  
District Kasur.  
Cell: 0302-7079420

  
(Muhammad Abid)  
Assistant Director (CAD)  




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

**Complaint No. LESCO-NHQ-59506-08-25**

**Mr. Muhammad Mustafa,**  
Mandi Kanganpur, Tehsil Chunian, Kasur.

..... **Petitioner/Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** October 24, 2025

**Complainant:** Mr. Muzammal Rafiq  
Mr. Shahid Mustafa

**Respondent:** Mr. Mian Tariq Bashir, XEN (Operation), LESCO

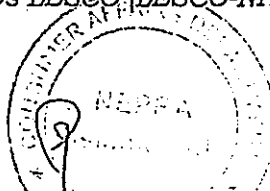
**SUBJECT:** DECISION IN THE MATTER OF WP NO. 57668-25 FILED BY MR. MUHAMMAD MUSTAFA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 27-11735-1414110 & 03-11735-0832007).

**DECISION**

In pursuance to the Order of Honorable Lahore High Court, Lahore dated October 02, 2025 in Wirt Petition No. 57668/2025; this decision shall dispose of the complaint filed by Mr. Muhammad Mustafa through Mr. Muzamil Rafiq (hereinafter referred to as the "Complainant" or "petitioner") 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 complaint, submitted that he is a consumer of LESCO under Reference Nos. 27-11735-1414110 & 03-11735-0832007 and is a law-abiding citizen of Pakistan. Despite timely payment of bills, no allegations of theft or tampering/slowness of metering installation etc.; LESCO has issued detection bills amounting to Rs. 187,982/- & Rs. 192,215/-. The Complainant has requested for issuance of necessary directions to LESCO for withdrawal of the said detection bill. The Complainant also approached Lahore High Court, Lahore whereby the court vide order dated October 02, 2025 directed for disposal of the complaint within period of thirty (30) days.

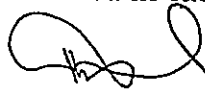
3. In compliance of the orders of the court, hearing was held on October 24, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties (LESCO and the Complainant) wherein the case was discussed in detail. During the hearing LESCO officials informed that under Reference No. 27-11735-1414110 three detection bills were issued for 2,402 units covering a period of seven (07) months due to direct supply from the LT line. Similarly, under Reference No. 03-11735-0832007, three detection bills were raised for





2981 units covering a period of seven (07) months on account of direct supply from the PVC cable.

4. Clause 9.2.4 of Consumer Service Manual (CSM) provides that if the consumer objects payment or disputes over the detection bill, the appellant forum for revision of detection bill would be the review committee of DISCO. The consumer shall be given personal hearing by the review committee. After detail discussion in the hearing held on October 24, 2025 at NEPRA Head Office, Islamabad; the Complainant requested for review of detection bill by LESCO Review Committee. The Complainant further requested for payment of outstanding amount (regular & revised detection bills) in easy installments.

5. In the light of request of the Complainant, LESCO is directed for review/settlement of the disputed bills through LESCO review committee within thirty (30) days and payable amount against regular bills as well as revised detection bills (if accorded by review committee) be recovered in easy installments. 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 (Consumer Affairs)

Islamabad, November 18, 2025

