

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

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

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**Consumer Affairs
Department**

TCD.05/11597-2025
October 23, 2025

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

SUBJECT: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MUHAMMAD IRFAN GUJJAR ON BEHALF OF MR. MUHAMMAD ARSHAD GUJJAR (LATE), AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE (CRC), LAHORE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING & RESTORATION OF ELECTRICITY SUPPLY (REF 14 11812 1962300).

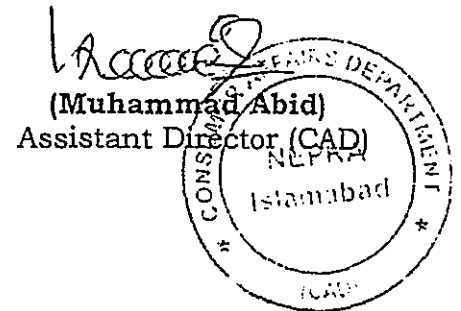
Complaint No. LESCO-LHR-28033-08-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 23, 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. Incharge 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. S.E Nankana, LESCO
132 kV Grid Station, Nankana Sahib, Sheikhupura.
6. XEN Nankana, LESCO
Hospital Road, Nankana Sahib, Sheikhupura.
7. Mr. Muhammad Irfan Gujjar,
On Behalf of Mr. Arshad Gujjar (Late),
R/o Chak No. 591 G.B Gangapur,
Tehsil Jaranwala, District Faisalabad.
Cell: 0301-7272591.



{ For follow-up please. }



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-28033-08-23

Mr. Muhammad Irfan Gujjar **Complainant/Petitioner**
Chak No. 591 G.B. Gangapur,
Tehsil Jaranwala, District Faisalabad.

Versus

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

Date of Hearing: May 14, 2024
February 11, 2025

On behalf of:
Complainant: Mr. Muhammad Irfan Gujjar

Respondent: 1) Mr. Naeem.Ahsan XEN (Operation), LESCO
2) Mr. Faiz Muhammad XEN (Operation), LESCO

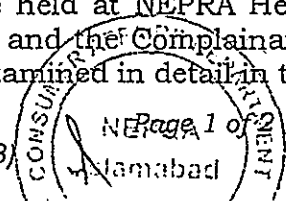
Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MUHAMMAD IRFAN GUJJAR ON BEHALF OF MR. MUHAMMAD ARSHAD GUJJAR (LATE), AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE (CRC), LAHORE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF ELECTRICITY SUPPLY AND DETECTION BILLING (REF NO. 14-11812-1962300).

DECISION

This decision shall dispose of the review petition filed by Mr. Muhammad Irfan Gujjar (hereinafter referred to as the "Complainant or Petitioner") against the decision of Complaints Resolution Committee (CRC), Lahore passed in the matter of his complaint against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), filed 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 from Mr. Muhammad Irfan Gujjar wherein it was submitted that the Complainant's connection was disconnected by LESCO without serving any prior notice. The Complainant approached LESCO for restoration of supply but the grievances of the Complainant were not redressed. Therefore, the Complainant approached NEPRA for redressal of his grievance. Accordingly, the matter was taken up with LESCO for submission of report. In response, LESCO submitted that the Complainant's meter was checked by M&T, LESCO during the month of August, 2023 and shunt was found in the meter. Consequently, a detection bill of 1923 units was charged to the Complainant for period of (3) months i.e. June, 2023 to August, 2023 on the basis of connected load i.e. (1.8 kW & 02 ACs) besides registration of an FIR against the Complainant. The case was processed and subsequently, NEPRA Complaints Resolution Committee (CRC), Lahore issued a decision dated February 02, 2024 whereby LESCO was directed to charge the bill on the basis of connected load 3.7 kW along with withdrawal of (1200) units against 02 AC's. Being aggrieved with the said decision, the Complainant filed a motion for leave for review.

3. In order to proceed further into the matter, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties (LESCO and the Complainant) wherein the parties advanced their arguments. The case has been examined in detail in the



light of written/verbal arguments of both the parties documents placed on record and applicable law. The following has been concluded.

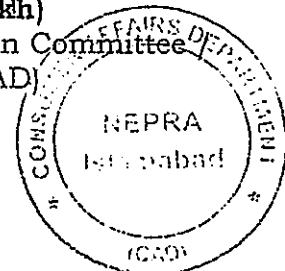
- i. The Complainant's residential electricity connection installed against reference number (14-11812-1962300) located at Chak No. 591 G.B Gangapur, Tehsil Jaranwala District Faisalabad was charged detection bill of 1923 units during September, 2023 on account of the electricity theft i.e. shunt in meter. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with the mala fide intent in the absence of any evidence.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for the period of three months i.e. June, 2023 to August, 2023 on the basis of load while the same is inconsistent with the clause 9.2.3 (q) of Consumer Service Manual (CSM) for charging of detection bill i.e. shunt in meter. As per the above mention clause of CSM, LESCO is restricted to charge detection bill for maximum period of (3) months in an order of priority i.e. the previous consumption history, future billing history and finally on load if authentic billing history is not available.
- iii. The analysis of detection bills notes the lack of adoption of relevant procedure by LESCO officials for establishment of the illegal abstraction including but not limited to securing of meter, installation of check meter etc. as also envisaged in the clause 9.2.2 of CSM. Moreover, the same meter as allegedly considered tampered i.e. shunt in meter by LESCO, was later installed at the Complainant's premises shows that there was no tampering of meter. The same also corroborates the conclusion as drawn from the above that meter was wrongly declared as tampered by LESCO as no signature of responsible officers are appended on the M&T report.
- iv. On a query regarding low consumption; the Complainant submitted that he has installed solar system at his premises during the year 2020 which was corroborated by the evidence submitted by the Complainant. Moreover, clause 9.1.4 of the CSM further obligates LESCO to submit any evidence of theft, photos and/or videos, however, LESCO failed to submit any concrete evidence in support of theft of electricity by the Complainant. Hence, detection bill charged to the Complainant is devoid of any solid/concrete grounds as revenue loss claimed through the same remains unproven. Therefore, we are convinced that the review filed by the Complainant is justified. Therefore, the decision of the Complaints Resolution Committee dated February 02, 2024 is required to be set aside.

4. Foregoing in view, LESCO is directed to withdraw the detection bill of Rs. 102,201/- charged on the allegation of shunt in meter during September, 2023. Revised bill be issued to the Complainant within thirty (30) days. The review motion 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 23, 2025