



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.05/5179-2025
November 25, 2025

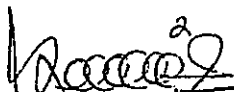
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD TANVEER ILYAS ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (REF 03 11735 0808005).

Complaint No. LESCO-NHQ-53556-05-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 25, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

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. Mr. Muhammad Tanveer Ilyas Advocate,
Mandi Kanganpur, Tehsil Chunian,
District Kasur.
Cell: 0301-6050423.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-53556-05-25

Mr. Muhammad Tanveer Ilyas Advocate,
Mandi Kanganpur, Tehsil Chunian,
District Kasur.
0301-6050423

..... Complainant

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

..... Respondent

Date of Hearing(s):

May 09, 2025

May 23, 2025

On Behalf of Complainant:

Mr. M. Tanveer Ilyas Advocate

On Behalf of Respondent/ LESCO:

Mr. Faizan Qadir, XEN, Chunian

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD TANVEER ILYAS ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 03 11735 0808005).


In pursuance to the Orders of Honorable Lahore High Court, Lahore dated April 15, 2025 in Writ Petition No. 22032/2025, this decision shall dispose of the complaint filed by Mr. Muhammad Tanveer Ilyas, Advocate (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 the Complainant was charged detection bill by LESCO amounting to Rs. 174,045/- and Rs. 52,211/- during the year 2023-24 on account of allegation of theft, however, the Complainant denied for involvement in theft of electricity. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad wherein the case was discussed in detail. During the hearings it was revealed that the Complainant also filed three cases before civil court against LESCO regarding issuance of three detection bills. In two cases, civil court declared two detection bills amounting to Rs. 98,605/- & Rs. 25,379/- null & void vide orders of dated March 05, 2025 and further directed LESCO for correction of bills of the Complainant, however, LESCO did not implement the said decision of the civil court.


3. After detailed discussion following was agreed between the parties:

- (i) The Complainant filed three separate cases against LESCO regarding charging of detection bills out of which the court has decided two cases in the Complainant's favour whereby the court vide two separate orders both dated March 05, 2025; directed LESCO for withdrawal of both detection bills whereas third case is still pending before the court. LESCO officials agreed to implement the said decisions of the civil court in two cases.
- (ii) LESCO officials further agreed that third bill will be revised subject to withdrawal of the remaining one case filed by the Complainant against detection bill before the civil court. Therefore, the Complainant agreed to withdraw the case from the civil court and to intimate LESCO for revision of bill as agreed between the parties.
- (iii) During the hearing, LESCO officials shared record of detection bills as per which total due adjustment was calculated by LESCO for amounting to Rs. 165,000/- out of total disputed amount i.e. Rs. 237,341/-.
- (iv) The Complainant requested for recovery of remaining outstanding amount i.e. Rs. 72,341/- ($237,341 - 165,000 = 72,341/-$) in three (03) installments, therefore, LESCO officials agreed to allow payment of remaining amount in installments.

4. Further proceedings in the matter are being closed by this office 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 25, 2025