



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/S347-2025
December 05, 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. SAJID ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 45 11264 1020901).
Complaint No. LESCO-LHR-49210-01-25**

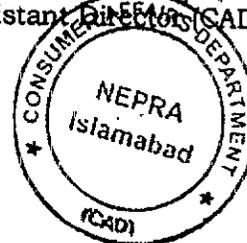
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 05, 2025 regarding the subject matter for necessary action and compliance.

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 (CAD),
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 2nd Circle LESCO,
132 kV Grid Station, Chung 20-kM Multan Road, Lahore.
6. XEN Shahpur Division LESCO,
132 kV Grid Station, Chung 20-kM Multan Road, Lahore.
7. Mr. Sajid Ali
R/o Hawali Fazalpur, Bashropola Shahpur Kanjran,
Multan Road, Lahore.
Cell: 0309-6694707.


(Muhammad Abid)
Assistant Director (CAD)



(For follow-up please.)



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

Complaint No. LESCO-LHR-49210-01-25

Mr. Sajid Ali **Complainant**
Hawaili Fazil pur, Bashmoola, Shahpur Kanjran
Lahore.

VERSUS

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

Date of Hearing: January 28, 2025
May 08, 2025
August 21, 2025

**On behalf of
Complainant:** Mr. Sajid Ali

Respondent: Mr. Hassan Raza SDO (Operation), LESCO
Mr. Farooq Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAJD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (Ref# 45-11264-1020901).

Decision

This decision shall dispose of the complaint filed by Mr. Sajid Ali (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company (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 January, 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 33902 units was charged against the Complainant's account on pretext of direct theft of electricity. In agitation, quantum of the detection bill was disputed by the Complainant.

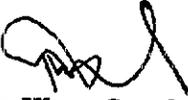
3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

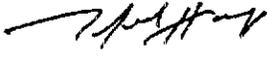
- i. The Complainant's agricultural connection installed against reference number (45-11264-1020901) was charged a detection bill of 33906 units during January, 2025 on account of direct theft of electricity. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with mala fide intent while being inconsiderate of connected load.

CRC Decision: Mr. Sajid Ali vs LESCO (LESCO-LHR-49210-01-25)



- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of (06) months i.e. July to December, 2024 on basis of load i.e. (19.3) kW while the same is inconsistent with clause 9.1.3 of Consumer Service Manual (CSM) for charging detection bill in case of registered consumer 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 which has not been followed by LESCO in the instant matter.
- iii. During the hearing, the video graphic evidence presented by LESCO corroborated the admission of theft by the Complainant. However, considering the argument of Complainant regarding minimal usage of connection during the detection period; diverts the scrutiny towards connected load. The latest load assessment report reflects presence of only 14.9 kW of load at the premises which ensues revision of the detection bill as per the actual load at the site.
- iv. Duly considering above narration the detection bill charged to the Complainant is on the higher side and is required to be revised at 14.9 kW connected load.
5. Foregoing in view, LESCO is directed to revise the detection bill charged during January, 2025 as per connected load i.e. 14.9 kW. Revised bill be issued to the Complainant within (30) days. The 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 Illahi Spahik)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, December 05, 2025

