



**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.05/5378 -2025  
December 05, 2025

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

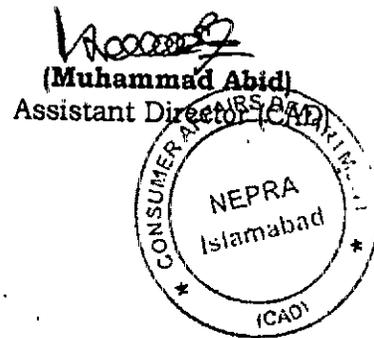
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IJAZ HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF 45 11264 0880500).**  
Complaint No. **LESCO-LHR-50994-02-25**

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 2<sup>nd</sup> 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. Ijaz Hussain S/o Muhammad Hanif  
R/o Mohlen Wall, Multan Road, Lahore.  
Cell: 0300-4623624.



[ For follow-up please. ]



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

**Complaint No. LESCO-LHR-50994-02-25**

**Mr. Ijaz Hussain** ..... Complainant  
Mohlanwal, Multan Road, Lahore.

**VERSUS**

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

**Date of Hearing:** May 08, 2025  
September 09, 2025

**On behalf of  
Complainant:** Mr. Ijaz Hussain

**Respondent:** Mr. Fahad Khan SDO (Operation), LESCO  
Mr. Farooq Revenue Officer, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IJAZ HUSSAIN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILLING (Ref# 45-112640-0880500).**

**Decision**

This decision shall dispose of the complaint filed by Mr. Ijaz Hussain (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").

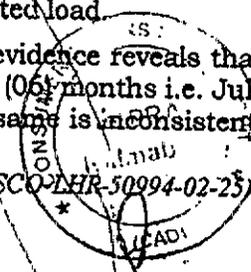
2. Brief facts of the case are that NEPRA received a complaint wherein the issue agitated was that exorbitant detection bill was charged by LESCO during the month of January, 2025 and of which withdrawal was prayed by the Complainant. The matter was taken up with LESCO and hearings were held at NEPRA 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 38966 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 (45-11264-0880500) was charged a detection bill of 38966 units during January, 2025 on allegation 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.
- 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. (18.6) kW while the same is inconsistent with clause 9.1.3 of Consumer

**CRC Decision: Mr. Ijaz Hussain vs LESCO (LESCO-LHR-50994-02-25)**

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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 Complainant acceded to alleged theft of electricity, hence, the reliance can be made on statement of the Complainant for undisputed proof of theft, period of detection and connected load. However, considering the argument of Complainant regarding minimal usage of the connection during the detection period; diverts the scrutiny towards connected load as assumed by LESCO. The latest load assessment report reflects presence of only 14.9 kW of connected load at the premises.
  - iv. Duly considering above narration along with the fact that the revenue loss claimed though the detection bill by LESCO does not commensurate with the previous consumption history & load factor and requires fair revision. Hence, detection bill charged to the Complainant is on higher side and is required to be revised on 14.9 kW connected load.
5. Foregoing in view, LESCO is directed to revise the detection bill on 14.9 kW connected load 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)

**(Naveed Illahi Shaikh)**  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, December 05, 2025

