



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.05/5695-2025
December 31, 2025

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

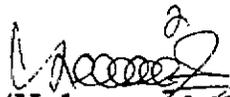
**SUBJECT: DECISION IN THE MATTER REFERRED BY THE HONORABLE LAHORE
HIGH COURT, LAHORE IN WRIT PETITION NO. 41572/2025: MR.
MUZAMMAL RAFIQ VS LESCO.**
Complaint No. LESCO-NHQ-54448-05-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 31, 2025 regarding the subject matter for necessary action and compliance.

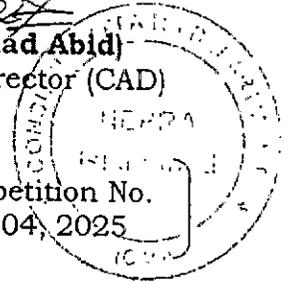
Encl: As above

Copy to:

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


(Muhammad Abid)
Assistant Director (CAD)

With reference to Writ petition No.
41572-25 dated July 04, 2025





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

Complaint No. LESCO-NHQ-54448-05-25

Mr. Muzammal Rafiq **Petitioner/Complainant**
Mandi Kanganpur, Tehsil Chunian, Kasur.

VERSUS

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

Date of Hearing: September 09, 2025
November 28, 2025

Complainant: Mr. Muzammal Rafiq

Respondent: Mr. Muhammad Fiaz, XEN (Operation), LESCO
Engr. Tariq Bashir, XEN

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUZAMMAL RAFIQ S/O MUHAMMAD RAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING DETECTION BILLING (REF # 45 11736 1868101 & 45 11736 1876409)

DECISION

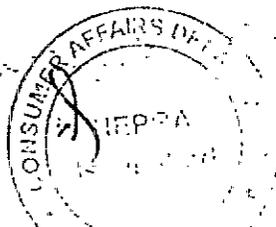
This decision shall dispose of the complaint filed by Mr. Muzammal Rafiq S/o Muhammad Rafiq Javaid, Mandi Kanganpur, Tehsil Chunian, District Kasur (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO has unlawfully charged detection bills amounting to **Rs. 1,113,233/-** and **Rs. 1,487,945/-** without issuing any prior notice, providing an inspection report, thereby violating Consumer Service Manual (CSM), Consumer Eligibility Criteria, the Electricity Act, 1910, and constitutional guarantees of due process. The Complainant denied any involvement in electricity theft, and asserted that the disputed bills were issued due to personal bias and mala fide actions of the concerned SDO and Meter Inspector.

3. The matter was taken up with LESCO and hearings were also conducted at NEPRA Head Office, Islamabad which were attended by both the parties. During the hearing, LESCO has stated that the complaint pertaining to Reference No. 45-11736-1868101 shall be placed before the "Circle Review Committee (CRC), LESCO" for evaluation and settlement strictly in accordance with law as per request of the Complainant. Accordingly, LESCO may place the matter before the CRC (LESCO) at the earliest and decide it after providing due opportunity of hearing to the Complainant as provided in Consumer Service Manual (CSM).

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NEPRA CRC Decision: Mr. Muzammal Rafiq vs LESCO (LESCO-NHQ-54448-05-25)



4. LESCO charged the Complainant another detection bill on account of theft of electricity through direct supply against Reference No. 45-11736-1876409. The Complainant highlighted the violation of procedures for detection bills issued under Chapter-9 of Consumer Service Manual (CSM) which deals with the illegal abstraction of electricity. As such the Complainant admits the theft of electricity and only disputed the procedure and amount of detection bill which supports the arguments of LESCO official that the Complainant was involved in illegal abstraction of electricity through direct supply. Clause-9.1(c) of Consumer Service Manual (CSM) provides that a detection bill be charged for a period of maximum six (06) billing cycles where unauthorized use or discrepancies are established by a registered consumer in the order of priority of previous consumption pattern (billing history), future undisputed consumption if previous credible consumption is not available and finally on the basis of connected load. Due to non-availability of undisputed previous and future billing data the Complainant be charged the detection bill on the basis of connected load i.e. 21 kW. Analysis of the detection bill charged by LESCO reflects that LESCO has charged the detection bill on the basis of connected load i.e. 21 kW for a period of six (06) months from December, 2022 to May, 2023 and the same is justified. During the hearing the complainant requested for placement of his case before Circle Review Committee for reference No. 45-11736-1868101

5. Foregoing in view the complaint is disposed of in following terms:

- (i) LESCO to place the complaint pertaining to reference No. 45-11736-1868101 before "Circle Review Committee (CRC), LESCO" for evaluation and settlement to revise the detection bill.
- (ii) LESCO to take the necessary measures for recovery of detection bill charged against reference No. 45-11736-1876409 being justified.


(Lashkar Khan Qambrani)
Member (Complaints Resolution Committee)/
Director (Consumer Affairs)


(Muhammad Irfan Ul Haq)
Member Complaints Resolution Committee
Assistant Legal Advisor


(Naweed Illahi Shaikh) 31/12/25
Convener Complaints Resolution Committee/
Director General (Consumer Affairs)

Islamabad, December 31, 2025

