



**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.05/3543-2026  
September 17, 2026

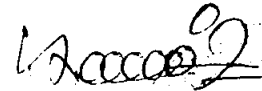
Chief Executive Officer,  
Lahore Electric Supply Company (LESCO),  
22-A, Queen's Road, Lahore.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN KHAN S/O MUHAMMAD SABIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT 1997, AGAINST LESCO REGARDING DETECTION BILL (REF 46 11735 1954200 R).**

Complaint No. **LESCO-NHQ-75465-07-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 17, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

  
(Muhammad Abid)  
Deputy Director (CAD)

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. Adnan Sabir S/o Muhammad Sabir  
Mandi Kanganpur, Tehsil Chunian, District Kasur.  
Cell: 0302-7079420.
7. Mr. Abid Aziz Bhatti  
Advocate High Court,  
Office No. P-7, 2<sup>nd</sup> Floor, Seth Center, Lahore.  
Cell: 0333-4817781.

With reference to Writ petition No.  
40452-26 dated July 03, 2026.



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

**Complaint No. LESCO-NHQ-75465-07-26**

**Mr. Adnan Sabir (Golden Kulfi Point),**  
R/o Mandi Kanganpur, Tehsil Chunian, District Kasur.

..... Complainant

**VS**

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

..... Respondent

**Hearing(s):** July 30, 2026

**On Behalf of  
the Complainant:** Mr. Muzammil Rafique (Counsel, Online)

**On Behalf of  
the Respondent:** Engr. Mian Tariq Bashir, XEN (Ops) LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN SABIR S/O MUHAMMAD SABIR THROUGH MR. MUZAMMAL RAFIQUE (ADVOCATE) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 46 11735 1954200 R)

**DECISION**

In pursuance of the Orders of the Honorable Lahore High Court, Lahore dated July 03, 2026 in W.P No. 40452-2026, this decision shall dispose of the complaint filed by Mr. Adnan Sabir (hereinafter referred to as the "Complainant/Petitioner") 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. The Complainant in his complaint submitted that he is a commercial consumer of LESCO against reference No. 46 11735 1954200 R (Tariff B-1b, Sanctioned Load 10 kW). LESCO inspected/downloaded data from his meter and subsequently charged a detection bill of 61163 units amounting to Rs. 3,312,659/- for a 27-month period (from July 2023 to September 2025) on the allegation of security breach/theft of electricity. An FIR No. 1300/25 dated October 24, 2025 was also registered at P.S. Kanganpur. The matter was taken up with LESCO, and a hearing was held at NEPRA Head Office, Islamabad, attended by both parties wherein the case was deliberated in detail.

3. The case has been analyzed in light of arguments advanced by the parties, documents placed on record, and applicable law. The following has been observed:

(i) The meter (No. 137259 ACC) installed at the Complainant's premises was checked at site and data was downloaded by M&T on October 24, 2025. As per the M&T feedback report (Memo No. 3367-69/Lab dated October 24, 2025), a meter security breach occurred on June 27, 2023 via unauthorized programming/hack communication. Consequently, LESCO issued a detection bill of 61,163 units for 27 months (July 2023 to September 2025).

(ii) Billing history of the Complainant is as under:

| Months/Year | 2022  | 2023 | 2024 | 2025 | 2026 |
|-------------|-------|------|------|------|------|
|             | Units |      |      |      |      |
| January     | 336   | 216  | 149  | 221  | 0    |
| February    | 2446  | 2017 | 652  | 1190 | 0    |

|                  |               |               |               |               |               |
|------------------|---------------|---------------|---------------|---------------|---------------|
| <b>March</b>     | 7405          | 4921          | 1785          | 1668          | 0             |
| <b>April</b>     | 8124          | 4944          | 3561          | 3586          | 2595          |
| <b>May</b>       | 10760         | 6110          | 3905          | 3594          | 3722          |
| <b>June</b>      | 9431          | 6589          | 3784          | 3516          | 1526          |
| <b>July</b>      | 8989          | 3191          | 3984          | 2456          | 5817          |
| <b>August</b>    | 8795          | 3025          | 2193          | 1475          | -             |
| <b>September</b> | 4419          | 1651          | 637           | 749           | -             |
| <b>October</b>   | 1484          | 209           | 491           | 432           | -             |
| <b>November</b>  | 319           | 118           | 158           | 0             | -             |
| <b>December</b>  | 243           | 180           | 138           | 0             | -             |
| <b>Total</b>     | <b>62,751</b> | <b>33,171</b> | <b>21,437</b> | <b>19,087</b> | <b>13,660</b> |
| <b>Average</b>   | <b>5,229</b>  | <b>2,764</b>  | <b>1,786</b>  | <b>1,591</b>  | <b>1,951</b>  |

The billing history reveals that consumption of the Complainant dropped significantly following the recorded security breach event on June 27, 2023 as compared to previous year consumption. Further, according to Clause 6.1.4 of the Consumer Service Manual (CSM), Meter Readers shall check irregularities/discrepancies in the metering system at the time of taking readings/snapshots and report them. The concerned LESCO officials failed to point out the discrepancy over a period of 27 months.

- (iii) According to Clause -9.1.3 of Consumer Service Manual (CSM), maximum period of charging of detection bill in case of abstraction of electricity by a registered consumer shall be restricted upto six (06) months. Further, the bill will be charged in the order of priority i) previous consumption/billing history, ii) on the basis of future undisputed consumption if no previous credible consumption is available, and lastly on the basis of load (load means the connected load or sanctioned load in kW whichever is higher). In the instant case sanctioned load is 10-kW whereas connected load was found 21-kW at the time of checking. Further, no future healthy/reliable consumption is available. LESCO has charged the detection bill to the Complainant for 27-months (from July, 2023 to September, 2025) on the basis of connected running load i.e. 13.88 kW. The Complainant has made an advance payment of Rs. 450,000/- out of the total detection bill amount which establishes that the Complainant was involved in theft of electricity. CSM is silent in the matter of abstraction of electricity through advanced technology such as security breach without damaging the metering equipment, therefore, period of charging of detection bill in such cases cannot be restricted to six months. In view thereof, the period of charging shall extend to maximum period of twelve (12) months as per direct theft of electricity on the basis of connected load i.e. 21-kW.

4. Foregoing in view, LESCO is directed to revise the detection bill from twenty-seven (27) months to twelve (12) months prior to the date of checking (October 24, 2025) on the basis of connected load i.e. 21-kW. Any units already billed and payments made (including the advance detection payment of Rs. 450,000/- made in January 2026) during the said period of detection bill shall be adjusted accordingly. The revised bill shall be issued within thirty (30) days. The complaint is disposed of in the 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, September 17, 2026