



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/ ³⁶⁷¹ -2026
September 23, 2026

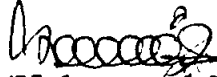
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASHRAF S/O QAMAR DIN THROUGH MR. MUZAMMAL RAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT 1997, AGAINST LESCO REGARDING DETECTION BILL (REF 45 11735 1893100 & 01 11722 0699839 R).

Complaint No. **LESCO-NHQ-66497-12-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 23, 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. 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. XEN (Operation) Chunian Division LESCO
Near New Judicial Complex, Chunian, Kasur.
6. Mr. Muhammad Ashraf S/o Qamar Din
Mandi Kanganpur, Tehsil Chunian, District Kasur.
7. Mr. Muzammal Rafiq S/o Muhammad Rafiq Javeed
Mandi Kanganpur, Tehsil Chunian, District Kasur.
Cell: 0302-7079420.
8. Mr. Abid Aziz Bhatti
Advocate High Court,
Office No. 07, 2nd Floor, Saith Center,
Edward Road, Lahore.
Cell: 0333-4817781.

With reference to Writ petition No.
77259-25 dated December 24, 2025



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

Complaint No. LESCO-NHQ-66497-12-25

Mr. Muhammad Ashraf,
R/o Bhila Gulab Singh, Mandi Ahmad Abad,
Tehsil Depalpur, District Okara.

..... Complainant

VS

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

..... Respondent

Hearing(s):
On Behalf of
the Complainant:

January 15, 2026

Mr. Muzammil Rafique (Counsel)

On Behalf of
the Respondent:

Shoaib Nawaz, Addl. XEN, LESCO
Mr. Usama Ameer Khan, AMO LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASHRAF S/O QAMAR DIN THROUGH MR. MUZAMMAL RAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING DETECTION BILL (A/C# 45 11735 1893100 & 01 11722 0699839 R)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ashraf through Mr. Muzammal Rafiq (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"), regarding the issuance of a detection bill amounting to Rs. 2,664,075/-.

2. The Complainant in his complaint submitted that he is an agricultural consumer of LESCO bearing Reference No. 45 11735 1893100 R and LESCO charged a detection bill amounting to Rs. 2,664,075/- for 75948 units in November 2025 for a period of 13-months on allegations of meter security breach. An FIR was also registered at Police Station Mandi Ahmad Abad against the Complainant. Being aggrieved with the said detection bill, the Complainant approached NEPRA for redressal of his grievance.

3. The matter was taken up with LESCO and hearing was also conducted at NEPRA Head Office, Islamabad which was attended by both the parties wherein case was discussed in detail. The case has been examined in light of the arguments advanced by both parties, documents placed on record and applicable law. The following has been observed:

- (i) The Complainant is an agricultural consumer of LESCO bearing Reference No. 45 11735 1893100 R with a sanctioned load of 5.6 kW under Tariff D-2b (50) T. The meter of the Complainant was replaced on August 12, 2025 vide MCO No.



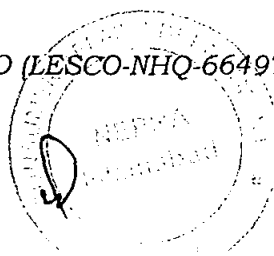
NI/50 and subsequently sent to M&T Circle Lab for testing/data downloading. Based on the M&T Lab Report; LESCO charged a detection bill amounting to Rs. 2,664,075/- for 75948 units in November 2025 for a period of 13-months (from July 2024 to July 2025) on allegations of meter security breach/illegal reprogramming. An FIR No. 1013/2025 was also registered at Police Station Mandi Ahmad Abad, Kasur. According to detection bill proforma, connected running load was 28-kW against the sanctioned load of 5.6 kW and bill was charged on 50% load factor. The Complainant has made an advance payment amounting to Rs. 500,394/- against the disputed detection bill

- (ii) The billing/consumption history of the Complainant is reproduced below:

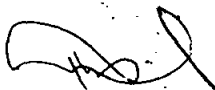
Month / Year	2023 (Units)	2024 (Units)	2025 (Units)	2026 (Units)
January	4498	1761	1896	1728
February	1352	3570	1801	2004
March	3457	5800	3423	675
April	8569	512	2937	2811
May	4156	362	5109	3833
June	7891	4847	13729	1870
July	1059	5494	5894	8164
August	15401	1817	3088	7678
September	3176	3172	8294	-
October	-	3686	5033	-
November	7,726	4530	6916	-
December	1500	3424	1435	-
Total	58785	38975	59555	28763
Average	5344	3248	4963	3595

According to the billing history, although the Complainant showed some consumption still the same is very low as compared to the connected load. Further, Clause 6.1.4 of the Consumer Service Manual (CSM) provides that 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 13-months.

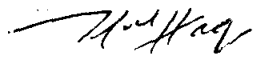
- (iii) According to Clause-9.1.3 of Consumer Service Manual (CSM), maximum period of charging of detection bill in case of abstraction of electricity by a registered consumer shall be restricted upto six (06) months. Further, the bill will be charged in the order of priority i) previous consumption/billing 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 5.6-kW whereas connected load was found 28-kW at the time of checking. LESCO has charged the detection bill to the Complainant for 13-months (from Jun, 2024 to July, 2025) on the basis of connected running load i.e. 28-kW. The Complainant has made an advance payment of Rs. 500,394/- 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 should not be restricted to six (06) 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. 28-kW.



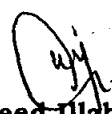
4. Foregoing in view, LESCO is directed to revise the detection bill from thirteen (13) months to twelve (12) months prior to the date of meter removal/checking, based on connected load of 28-kW. The units already billed and payments made during the 12-month period in lieu of detection bills (including the advance detection payment of 500,394/-) shall be adjusted against the revised detection bill. LESCO shall issue revised bill to the Complainant within thirty (30) days. The complaint is disposed of in ab terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee
Director (Consumer Affairs)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Comm
Assistant Legal Advisor


(Naweed Illahi Shaikh)

23/09/26
Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

Islamabad, September 23 , 2026