



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.05/3670-2026
September 23, 2026

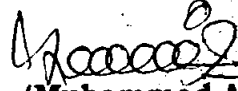
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (REF 46 11721 3509804).

Complaint No. **LESCO-NHQ-53542-05-25**

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. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Additional 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.
5. XEN Kasur Rural Division LESCO,
Kaim Kam Road, WAPDA Complex, Kasur.
6. Mr. Muhammad Ahmed S/o Muhammad Anees
Nawiyen Galiyan, Androonkot, Badardin Khan, Kasur.
Cell: 0321-4830665.
7. Barrister Muhammad Qasim Arif Duggal
Jurisconsults, Office No. 7, 1st Floor, Rehmat Plaza,
Sector 1-D, Jinnah Avenue, F-6/4, Islamabad.
Cell: 0313-5045524.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-53542-05-25

Mr. Muhammad Ahmad

Nawaiyan Gailyan, Androon Kot, Badardin Khan
District Kasur.

..... **Complainant**

VERSUS

Lahore Electric Supply Company (LESCO)

22-A Queens Road, Lahore.

..... **Respondent**

Date of Hearing: September 17, 2025
January 15, 2026

Complainant: Mr. Ahmad Anees Shaikh

Respondent: Engr. Mahmood Jamil SDO (Operation), LESCO
Muhammad Qasim Duggal Advocate

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL AND RESTORATION OF ELECTRICITY SUPPLY (REF # 46-11721-3509804).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ahmad (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (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. Brief facts of the case are that NEPRA received a complaint from Mr. Muhammad Ahmad wherein the Complainant submitted that a detection bill was charged by LESCO with mala fide intent and the connection was also disconnected by LESCO causing the closure of his business for an extraordinary time period. The Complainant prayed for withdrawal of charged detection bill. The matter was taken up with LESCO and in response, LESCO submitted that a detection bill of 113358 units was charged against the Complainant's account due to theft of electricity through security breach of the installed meter.

3. In order to analyze the matter, hearings were held at NEPRA Head Office, Islamabad whereby the matter was discussed at length. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and the applicable law. Following has been observed:

- i. The Complainant's industrial connection installed against reference number i.e. 46-11721-3509804 having sanctioned load of (19) kW was charged a detection bill of 133538 units during the month of February, 2025 for the period i.e. February, 2024 to December, 2024 based on the connected load i.e. 44 kW on account of the meter tampering i.e. *security breach*. The Complainant was of the view that the bill was charged inconsiderate of connected load and consumption pattern.
- ii. Perusal of the documentary evidence reveals that impugned meter initially installed on January 11, 2024 and later, replaced by LESCO during December, 2024 and checked in the M&T Lab wherein the discrepancy of meter tampering was observed. M&T, LESCO reported the reprogramming of impugned meter on February 13, 2024 having MDI of 44 kW. Consequently, a detection bill of 133538 units was charged by LESCO for period of eleven (11) months i.e. February, 2024 to December, 2024.
- iii. The consumption history of the Complainant's connection is tabulated as below:

Month	2023 (Units)	2024 (Units)	2025 (Units)
January	3784	4593 RP	5347
February	4214	2359	3383 (D Bill: 133538 Units)
March	4489	981	0
April	2081	463	0
May	3272	849	15
June	2817	307	2893
July	3546	633	2316
August	4139	636	3267
September	4514	816	2170
October	3253	657	2187
November	3505 DF	743	537
December	3601 DF	1915 RP	3704

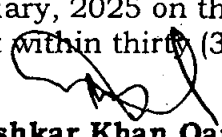
The consumption history reveals unhealthy consumption during detection period (February, 2024 to December, 2024) in comparison with the previous months. The consumption also does not commensurate with the connected load. Moreover, after replacement of the meter in December, 2024; the electricity consumption of the Complainant increased as compared to the disputed period. The same conclusively indicates that the Complainant was involved in theft of electricity through illegal means. LESCO has charged detection bill on 44 kW load while the connection was energized from 25 kVA transformer which is technically limited and such MDI is not feasible from 25 kVA capacity transformer.

- iv. According to clause 9.2.3 of Consumer Service Manual (CSM), maximum period of charging of detection bill in case of illegal abstraction of electricity shall be restricted up to six (06) months. Further, the bill will be charged in the order of priority i.e. previous consumption/billing history, future undisputed consumption if no previous credible consumption is available and lastly on load basis (load means the connected load or sanctioned load in kW whichever is higher). In the

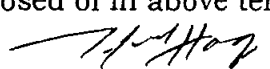
instant case sanctioned load is 19 kW whereas reported MDI was 44 kW as per M&T report which is not realistic/feasible and no reliable consumption is available for revision of the detection bill. LESCO has charged the detection bill to the Complainant for period of 11 months on the basis of 44 kW load while no evidence for availability of such load was submitted by LESCO. However, CSM is silent in the matter of illegal 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 of the said, LESCO is justified in charging of detection bill for period of (11) months, however, quantum of units, charged on the basis of 44 kW load is unjustified which requires fair revision.

- v. Clause 9.2.3 of CSM provides that the detection bill shall be charged on the basis of sanctioned or connected load whichever is higher. Hence, considering established theft of electricity by the Complainant, non-provision of any evidence of 44 kW connected load by LESCO and keeping in view capacity of installed transformer i.e. 25 kVA, detection bill requires fair revision. Hence, the detection bill is required to be revised on the basis of sanctioned load.

4. Foregoing in view, LESCO is directed to revise the detection bill charged during the month of February, 2025 on the basis of sanctioned load i.e. 19 kW. Revised bill be issued to Complainant within thirty (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 Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 23, 2026