



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/ ³²²²-2026
August 31, 2026

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

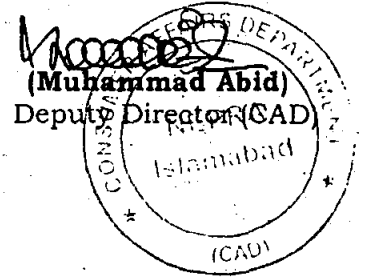
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. ASIA RAFIQ
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF 15111321464102)
Complaint No. LESCO-LHR-48790-01-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 31, 2026 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. 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. Mrs. Asia Rafiq W/O Muhammad Rafiq,
Gulshan Hayat Park, House No. 11, Street No. 1,
Shahdara, Lahore.





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

Complaint No. LESCO-LHR-48790-01-25

Mrs. Asia Rafiq

Gulshan Hayat Park, House No. 11
Street No. 1, Shahdara, Lahore.

.....Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

.....Respondent

Date of Hearing: September 11, 2025
February 03, 2026

On behalf of

Complainant: Mr. Nadeem Ali

Respondent: Mr. Miraj Khalid XEN (Operation), LESCO
Mr. Sooban Siddique XEN (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. ASIA RAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 15-11132-1464102).

DECISION

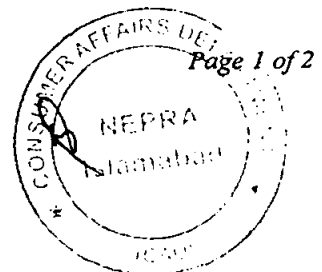
This decision shall dispose of the complaint filed by Mst. Asia Rafiq (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The Complainant in his complaint submitted that LESCO charged a detection bill amounting to Rs. 583,760/- with malafide intent against her connection despite installation of solar system at her premise. The matter was taken up with LESCO and in response, LESCO submitted that detection bill of 8263 units was charged to the Complainant on the pretext of electricity theft through direct hooking. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by the representatives of both the parties wherein the matter was discussed in detail.

3. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- i. The Complainant's residential connection, bearing reference number i.e. 15-11132-1464102 was charged detection bill of 8263 units during September, 2024 on account of alleged direct supply usage. The Complainant was of the view that the detection bill was charged without any cogent reason and due to mala fide intent of LESCO officials.

CRC Decision: Mrs. Asia Rafiq vs LESCO (LESCO-LHR-48790-01-25)



- ii. The record provides that the premises of the Complainant was checked by LESCO on September 11, 2024 and on account of the alleged direct theft of electricity found at the same premises, the Complainant was charged a detection bill for period of six months i.e. March, 2024 to August, 2024 on basis of light load i.e. 3.33 kW and for period of 4 months against 3 Nos. of ACs.
- iii. The billing history of the Complainant's connection is as follows:

Month/Year	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	1025	165	286	110
February	546	197	172	78
March	729	51	24	112
April	699	131	113	208
May	347	12	326	454
June	412	33	575	698
July	499	452	483	618
August	494	824	224	
September	505	556	0	
October	357	357	599	
November	204	266	203	
December	157	276	212	

Perusal of the consumption history clearly reveals dip during the detection period especially during the month of August, 2024 in comparison with the corresponding months of previous and following years which supports the allegation of LESCO regarding the direct electricity theft. However, the latest load profile assessed by LESCO divulging light load i.e. 2 kW & one AC load provides that detection bill of 8263 units was charged on wrong assumption as it was calculated on the basis of inflated connected load of 3.33 kW plus 3 ACs.

- iv. Hence, the quantum of detection bill wrongly assessed on higher side due to inflated connected load requires fair revision. Accordingly, detection bill of 8263 units charged during September, 2024 is required to be revised on the basis of the actual connected light load, i.e. 2 kW along with one AC load, in accordance with the latest load assessment report.

4. Foregoing in view, LESCO is directed to revise detection bill of 8263 units charged during September, 2024 as per light load of 2 kW and one 1.5 ton AC. The revised bill be issued to the Complainant within (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, August 31, 2026

