



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.05/3223-2026
August 31, 2026

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

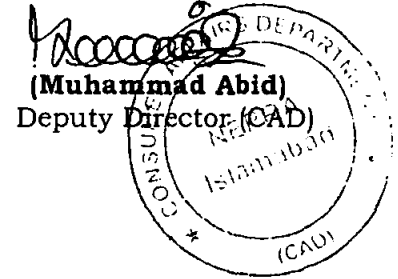
**SUBJECT: DECISION IN THE MATTER OF REVIEW FILED BY LESCO AGAINST THE
DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE IN THE
MATTER OF COMPLAINT FILED BY MS. SABA MUNIR UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (A/C# 0911562-0953306)
Complaint No. LESCO-LHR-65444-11-25**

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. Mst. Saba Munir,
Building No. D-2, Street 09, Sector-D Commercial,
DHA, Phase-I, Lahore.





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

Motion for leave for review in Complaint No. LESCO-LHR-65444-11-25

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

Petitioner

Versus

Mst. Saba Munir
Building No. D-2, Street No. 09
Sector D Commercial DHA Phase-I, Lahore.

Complainant

Date of Hearing: April 15, 2026

On behalf of
Complainant: Mst. Saba Munir

Respondent: Mr. Samim Gohar XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF REVIEW FILED BY LESCO AGAINST THE**
DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE IN THE
MATTER OF COMPLAINT FILED BY MST. SABA MUNIR UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF
09-11562-0953306).

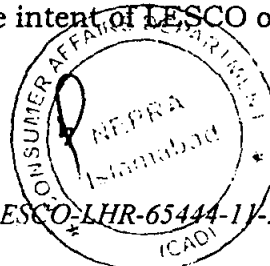
DECISION

Through this decision a review filed by Lahore Electric Supply Company Limited (hereinafter referred to as the "Petitioner" or "LESCO") against the decision of Complaints Resolution Committee dated January 30, 2026 in the matter of complaint filed by Mst. Saba Munir (hereinafter referred to as the "Complainant") against LESCO under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act"), is being disposed of.

2. Brief facts of the case are that the Complainant disputed the charging of detection bill and removal of meter by LESCO. Accordingly, the matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by the representatives of both parties, wherein the matter was discussed in detail. During the hearings, LESCO officials apprised that the detection bill of 5763 units was charged to the Complainant on the pretext of direct theft of electricity. The same was challenged by the Complainant.

3. The case was examined in detail in the light of the written/verbal arguments of both parties, hearings conducted and applicable law. The following was concluded:

- i. The Complainant's commercial connection installed against reference No. i.e. 09-11562-0953306 was charged detection bill of 5763 units during the month of October, 2025 on account of the alleged use of direct supply. The Complainant was of the view that the detection bill was charged without any cogent reason due to mala fide intent of LESCO officials.



- ii. Perusal of documentary evidence reveals that the detection bill of 5763 units was charged for period of three (3) months i.e. July, 2025 to September, 2025 on the basis of load. The same is inconsistent with clause 9.1.3 of Consumer Service Manual (CSM) for charging the detection bill in case of direct theft of electricity by registered consumer as per which LESCO is allowed to charge detection bill, however, in an order of priority i.e. previous consumption history, future consumption and lastly on load basis which has not been followed by LESCO in the instant matter.
- iii. The billing history of Complainant connection is as follows:

Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
January	0	114	114
February	0	77	77
March	5	70	459
April	48	122	803
May	97	12	711
June	93	0	486
July	186	0	301
August	137	0	611
September	142	4	466
October	226	13	651
November	90	137	
December	78	78	

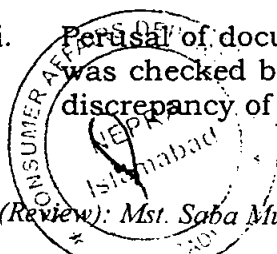
The analysis of the previous consumption history reveals inconsistent consumption pattern with significant variations. Upon query, the Complainant explained that the impugned commercial premises entailing saloon became operational during February, 2025 upon completion of renovation work while the tenancy was assumed during the month of August, 2024. The same was also got verified through tenancy agreement placed on record by the Complainant.

- iv. Moreover, LESCO officials failed to provide any concrete video and pictorial evidence establishing the alleged theft in noncompliance of clause 9.1.4 of the CSM. Hence, based on the above and in accordance with relevant clauses of CSM, penalizing the Complainant on account of the detection bill was deemed unjustified.

4. In conclusion, LESCO was directed vide decision dated January 30, 2026 to withdraw detection bill of 5763 units. However, being aggrieved with the decision of NEPRA Complaints Resolution Committee (CRC), Lahore, LESCO filed a motion for leave for review. LESCO in its review motion inter alia reiterated initial arguments & requested re-examination of the matter, however, no new facts were presented by LESCO in the matter.

5. The motion for leave for review filed by LESCO was considered and a hearing was held at NEPRA Head Office, Islamabad wherein the matter was discussed in attendance of both the parties. The matter has been reviewed in light of the record made so available by the parties and arguments advanced during the hearing & applicable documents. After detailed deliberation, the motion for review is being disposed of in the following terms:

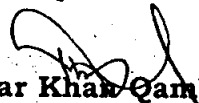
- i. Perusal of documentary evidence reveals that the Complainant's premises was checked by LESCO on September 27, 2025 and based on the alleged discrepancy of direct supply, the detection bill of 5753 units for the period

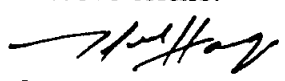


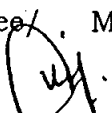
of 3 months i.e. July, 2025 to September, 2025 was charged by LESCO against the Complainant's account. LESCO has not produced any fresh/new facts regarding claimed theft of electricity and has already failed to establish its case in earlier hearings as noted in the impugned decision.

- ii. Moreover, considering the Complainant's contention regarding the premises having saloon facility, becoming operational during February, 2025 upon completion of renovation work and tenancy assumed by the Complainant during the month of August, 2025, coincides with consumption pattern of the connection. Further, consistent and regular consumption pattern along with minor variation related to the seasonal factors, following the assumption of tenancy does not support the detection bill based on consumption pattern.
- iii. Moreover, according to clause 6.1.4 and 9.1.4 of CSM, LESCO failed to perform its responsibility regarding periodic checking of discrepancies. A motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all the material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision.

6. Foregoing in view, the decision of the Complaints Resolution Committee (CRC) dated January 30, 2026 is upheld. The review motion 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


(Naveed Ishaq Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 31, 2026

