



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.05/3224-2026
August 31, 2026

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

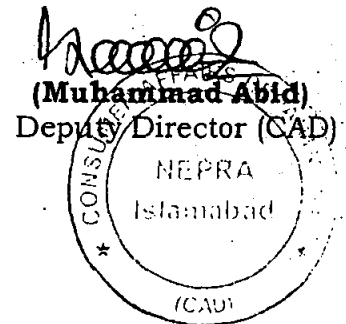
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ZULFIQAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (REF 46 11712 3386600).
Complaint No. **LESCO-LHR-62861-10-25**

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. S.E Kasur Circle LESCO,
Kaim Karan Road, WAPDA Complex, Kasur.
6. XEN Kasur City Division LESCO,
Kaim Karan Road, WAPDA Complex, Kasur.
7. Mr. Muhammad Zulfiqar
R/o Bhussar Pura, District Kasur.
Cell: 0321-6577650.





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

Complaint No. LESCO-LHR-62861-10-25

Mr. Muhammad Zulfiqar
Bhussar Pura, District Kasur.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: January 01, 2026

Complainant: Mr. Muhammad Zulfiqar

Respondent: Mr. Nouman Bhatti XEN (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ZULFIQAR 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 # 46-11712-3386600).

DECISION

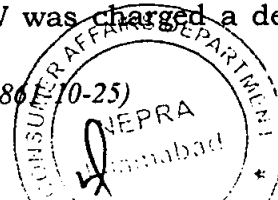
This decision shall dispose of the complaint filed by Mr. Muhammad Zulfiqar (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric 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 Zulfiqar wherein the Complainant submitted that his electricity connection was disconnected by LESCO officials without any prior notice and despite approaching LESCO, the same was not reconnected causing the closure of his business for extraordinary time period. The Complainant also disputed charging of exorbitant bills by LESCO amounting to Rs. 7,729,768/- against his industrial connection. The matter was taken up with LESCO and in response, LESCO submitted that a detection bill of 146210 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, a hearing was held at NEPRA Provincial Office, Lahore 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. 46-11712-3386600 having sanctioned load of (4) kW was charged a detection bill of

CRC Decision: Mr. Muhammad Zulfiqar vs LESCO (LESCO-LHR-62861-10-25)



146210 units during the month of September, 2025 for the period i.e. October, 2022 to August, 2025 based on the connected load i.e. 18 kW on account of the meter tampering i.e. *security breach slow on dial test*. The Complainant was of the view that the bill was charged in absence of any concrete evidence and with mala fide intent of LESCO officials.

- ii. Perusal of the documentary evidence reveals that the connection was checked by LESCO on September 11, 2025 during general checking and later, in the M&T Lab wherein the discrepancy of meter tampering was observed. M&T, LESCO reported the reprograming of impugned meter on October 31, 2022. Consequently, detection bill of 146210 units was charged by LESCO during September, 2025 for the period of (35) months i.e. October, 2022 to August, 2025.
- iii. The consumption history of the Complainant is tabulated as below:

Month	SS	MDI	MDI	MDI
January	00 SS	939	1014	950
February	00 SS	1109	823	607
March	00 SS	1153	1460	728
April	00 SS	916	1460	519
May	00 SS	1245	252	725
June	00 SS	1243	1157	1247
July	00 SS	1102	1010	1490
August	00 SS	843	1295	1853
September	00 SS	1381	1060	DISC + D Bill
October	1626	1261	821	DISC
November	736	1389	1276	DISC
December	881	1105	1074	DISC

The consumption history reveals inconsistent pattern during detection period. The units consumed by the connection also does not commensurate with the connected load. The same conclusively indicates that the Complainant was involved in theft of electricity through security breach. Moreover, based on the above fluctuations as observed in consumption pattern, deviated from the expected or nominal trends against industrial connection, does not provide any mode of reliance on previous consumption pattern for assessment of the detection bill. However, M&T reported that impugned meter was reprogrammed on October 31, 2022 and the highest MDI recorded was 18 kW.

- iv. According to the clause 6.1.4 of CSM, meter readers shall also check the irregularities/discrepancies in metering system at time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per practice. The concerned officer/official will take corrective action to rectify these discrepancies. However, the discrepancy was not identified by LESCO expeditiously since October, 2022 as claimed by LESCO ensuing charging of detection bill for excessive period of six (35) months which is not justified.

- v. According to clause 9.1.3 of Consumer Service Manual (CSM), maximum period of charging of detection bill in case of illegal abstraction of electricity by a registered consumer 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 of load (load means the connected load or sanctioned load in kW whichever is higher). In the instant case sanctioned load is 4 kW whereas connected load was found 18 kW as per M&T report. In the instant case, no healthy/reliable consumption is available. LESCO has charged the detection bill to the Complainant for period of 35 months on the basis of connected load i.e. 18 kW. However, 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.
- vi. Hence, considering established theft of electricity by the Complainant and keeping in view the delinquency of LESCO official in identifying and reporting of security breach, detection bill requires fair revision. Hence, the detection bill is required to be revised for a period of twelve (12) months.
4. Foregoing in view, LESCO is directed to revise the detection bill charged during the month of September, 2025 from thirty five (35) months to twelve (12) months prior to date of checking and already charged units/payments made during the said period be adjusted accordingly. Revised bill be issued to Complainant within thirty (30) days.
5. 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

