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/ 3712 -2026
October 01, 2026

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

SUBJECT: DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE IN WRIT PETITIONS NO. 26555/2026 BY MR. MAZHAR HUSSAIN THROUGH QASIM HASSAN KHAN UNDER SECTION 39 OF THE REGULATOIN OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (REF 15 11535 2133500).
Complaint No. **LESCO-LHR-72070-04-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 01, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. Assistant/Additional Registrar (Judicial), Lahore High Court, Lahore. (With reference to Writ petition No. 26555-26 dated May 05, 2026)
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.
5. S.E 5th Circle LESCO 425-EE, DHA Ghazi Road, Lahore.
6. XEN (Operation) Kot Lakhpat Division 132 kV Grid Station, New Kot Lakhpat, Near PEL Factory, Lahore.
7. Mr. Mazhar Hussain House No. 335 B, Central Park Housing Scheme, Ferozpur Road, Kahna Nau, Lahore. Cell: 0334-6223347.
8. Mr. Qasim Hassan Khan Advocate Supreme Court, Qasim Hassan Khan & Associates, Suit No. 412, 4th Floor (Executive) Sadiq Plaza, 69 The Mall, Lahore. Cell: 0321-4848404.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-LHR-72070-04-26

Mr. Mazhar Hussain ..... **Complainant**
Through Qasim Hassan Khan
R/O House No. 335-B, Central Park Housing Scheme,
Ferozepur Road, Kahna Nau, Lahore.
Cell#0334-6223347

VS

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

Hearing(s):	August 11, 2026 July 20, 2026 June 22, 2026 June 16, 2026 June 11, 2026 May 13, 2026
On Behalf of Complainant:	Ms. Uzma Zafar Advocate Adv. Neha Hydari Mr. Ali Hussain
Respondent:	Mr. Amjad Nagra, XEN (Operation), LESCO Mr. Qasim Hussain Khan, ASC Mr. Iqbal Anwar, Revenue Officer, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAZHAR HUSSAIN THROUGH QASIM HASSAN KHAN 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#15-11535-2133500)**

DECISION

In pursuance of the directions of the Honorable High Court, Lahore dated May 05, 2026, passed in Writ Petition No. 26555/2026, this decision shall dispose of the complaint filed by Mr. Mazhar Hussain (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. Brief facts of the case are that the Complainant submitted that LESCO issued an excessive bill during September, 2025 against which the Complainant filed civil suit wherein an interim order dated September 17, 2025 was passed by the civil court directing LESCO to recover 1/5th of outstanding amount and defer the remaining amount. The Complainant further submitted that despite complying with the court directions and depositing the

further submitted that despite complying with the court directions and depositing the outstanding bill amounting to Rs. 228,703/-; LESCO officials conducted an illegal raid on March 24, 2026, disconnected the electricity supply, confiscated the meter, registered an FIR and subsequently issued an exorbitant detection bill amounting to Rs. 1,244,151/- alleging the usage of a bogus meter at his residential premises. Being aggrieved, the Complainant requested NEPRA to direct LESCO for withdrawal of detection bill and immediate restoration of electricity supply.

3. The matter was taken up with LESCO and hearings were held at NEPRA Head Office, Islamabad wherein both the parties participated and the matter was discussed in detail. During the hearing, LESCO maintained that detection bill of Rs. 1,244,151/- for 24698 units was issued to the Complainant on account of illegal abstraction of electricity through a bogus meter. The Complainant disputed the usage of bogus meter and alleged mala fide of LESCO in charging of detection bill.

4. The case has been examined in detail in the light of the arguments advanced by the parties, documents placed on record, and applicable law. The following has been concluded:

(i) The Complainant's residential connection installed against reference No. 15-11535-2133500 was charged a detection bill 24698 units amounting to Rs. 1,244,151/- on account of the illegal abstraction of electricity through a bogus meter. The Complainant was of the contentious view and prayed for withdrawal of detection bill.

(ii) As claimed by LESCO, the Complainant's premises was checked by LESCO's team comprising of concerned XEN, SDO etc. on March 24, 2026 for purpose of recovery due to outstanding amount against the relevant connection. It is on record that an arrear amount of Rs. 378,230/- was in actual, pending against the connection during time of checking by LESCO while only two partial payments against electricity bills for the months of September, 2025 & October, 2025 were made by the Complainant as allowed by LESCO in compliance of the order of civil court dated September 17, 2025. However, during the checking & upon finding discrepancy of usage of bogus meter at the same premises, the connection was disconnected and the detection bill for 24968 units was charged by LESCO. According to LESCO, units cumulated on the bogus meter having No. 189579 were charged at once, however, neither proof of accumulated units nor evidence of usage of claimed meter at the Complainant's premises was submitted by LESCO.

(iii) Despite the valid cause of presence of LESCO team in above checking, LESCO has failed to follow mandatory procedural requirements provided under chapter 9 of Consumer Service Manual (CSM) prior to charging detection bill including serving of mandatory written notice, installation of check meter etc. Further, according to clause 9.2.3 of the CSM, detection bill is required to be assessed on realistic parameters based on previous billing history, future consumption or connected load which was not followed by LESCO in the instant matter.

(iv) Moreover, LESCO also failed to establish that the bogus meter was recovered against the Complainant's connection. Further, no details were provided by LESCO if the bogus meter was previously used at any other site/premises or for which premises the impugned meter was drawn from store or installed on record. No evidence was provided by LESCO exhibiting accumulated reading or removal of the meter from the premises as LESCO has only provided a clip of (should be complete) video showing an untraceable meter in the custody of the Complainant which does not inherently corroborates the allegations of LESCO. LESCO should have made complete video recording of the site showing meter

No., Make and Type of the impugned meter and units recorded. However, such evidence was not placed on the record by LESCO. In order to further analyze the matter, the billing history of the Complainant is as under:

Month	2024 (Units)	2025 (Units)	2026 (Units)
January	482	1015	1104
February	1269	743	795
March	599	552	DC
April	624	1102	DC
May	1086	1248	DC
June	1355	1664	DC
July	1167	850	818 *
August	1018	1912	1477 *
September	883	1310	1514 *
October	553	399	
November	524	828	
December	815	1220	
Total	10375	12843	4194 (3809*)
Average	865	1070	1049 (1269*)

As above, the Complainant maintained healthy and consistent consumption for the consecutive three years thus, reflecting no significant increase/decrease in consumption prior and after the checking of premises during March, 2026. Moreover, consumption recorded during period i.e. July, 2026 to September, 2026 also divulges monthly average of 1269 units which is found consistent with the preceding period.

(v) Taking cognizant of the above, it is concluded that the detection bill amounting to Rs. 1,244,151/- charged to the Complainant by LESCO lacks justification & concrete evidences and is in violation of relevant provision of CSM, therefore, the same is liable to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw the detection bill amounting to Rs. 1,244,151/- for 24698 units charged against reference number 15-11535-2133500 on the allegation of use of bogus meter and amount(s) already paid (if any) against the detection bill in light of directions of court/NEPRA be adjusted in future bills. The complaint is disposed of in above terms.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee
Director (Consumer Affairs)

(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee
Assistant Legal Advisor

01/10/26

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

Islamabad, October 01 , 2026