National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-260002183

Consumer Affairs Department

TCD.05/4349-2026
November 4, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 44 11514 0292500) LESCO-LHR-61072-09-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 4, 2026, regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Copy to:

1. C.E/Customer Services Director
   LESCO, 22-A, Queens Road, Lahore.
2. Manager/Incharge
   Central Complaint Cell LESCO, (Focal Person, NEPRA)
   LESCO, 22-A, Queens Road, Lahore.
3. Additional Director (CAD)
   54-B, Link Arcade, GECH Society, Phase 3,
   Link Road, Model Town, Lahore.
4. Mr. Muhammad Abid
   R/o 327-Block, G-4, Johar town, Lahore
   Cell No. 0332-8401034

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-LHR-61072-09-25

Mr. Muhammad Abid ..... **Complainant**
327- Block0G, Johar Town, Lahore.

Versus

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

Date of Hearing: October 09, 2026
February 14, 2026
August 22, 2026

Complainant: Mr. Fahad Aleem
Mr. Muhammad Abid

Respondent: Mr. Tahir Sattar SDO (Operation), LESCO
Engr. Tafseer Ahmed SDO (Operation), LESCO
Mr. Salahuddin SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 44-11514-0292500)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Abid (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. NEPRA received a complaint wherein it was submitted that the Complainant was charged with detection bill by LESCO and requested for its withdrawal. Accordingly, the matter was taken up with LESCO and in response LESCO submitted that detection bill of 52316 units was charged against the Complainant's account on the pretest of theft of electricity i.e. meter tampering. In order to analyze the matter, hearings were held at NEPRA Provincial Office, Lahore and Head Office, Islamabad which were attended by representatives of both parties wherein matter was discussed in detail.

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

(i) The Complainant's industrial connection installed against reference number i.e. 44-11514-029500 was charged detection bill of 52316 units during the month of August, 2025 on account of the meter tampering i.e. intentionally burnt. The issue raised by the Complainant was that the detection bill was levied by LESCO with mala fide intent.

(ii) The Complainant's meter became defective i.e. burnt during the month of May, 2025 and later, replaced on June 16, 2025, however, MCO was affected by LESCO with delay during August, 2025. The removed meter was checked by M&T, LESCO on August 08, 2025 and the meter was found intentionally burnt for purpose of electricity theft. Consequently, detection bill of 52316 units was charged to the Complainant for period of six months i.e. January, 2025 to June, 2025. The detection bill was assessed on basis of the healthy consumption recorded during period i.e. July 03, 2025 to August 01, 2025 on the new meter; replaced on June 16, 2025 in lieu of the burnt meter.

(iii) The consumption of the Complainant's connection is as under:

Month	2024 (Units)	2025 (Units)	2026 (Units)
January	849	**1021**	3439
February	1745	**438**	1159 RP
March	492	**1151**	1061
April	995	**3405**	2727
May	1255	**1967 DF**	5339
June	1564	**2008 DF**	9812
July	1544	2054 **DF**	
August	0 SS	14658 **RP + D Bill**	
September	3707	5907	
October	4079	1707	
November	1958	599	
December	806	1944	

As above, consumption dip is only ascertainable for the month of February, 2025 with heathy consumption pattern recorded in remaining months of the detection period. Clause 9.2.2 of the Consumer Service Manual (CSM) also obligates LESCO to adopt the defined/specific procedure for establishment of revenue loss including installation of a check meter etc. which was not followed by LESCO. Moreover, LESCO failed to attribute meter defect with the alleged intention of the Complainant for electricity theft.

(iv) Taking note of the above, the detection bill of 52316 units charged to the Complainant during August, 2025 is unjustified & excessive, as it was levied without cogent reasons and without any pertinent evidence of alleged theft of electricity.

4. Foregoing in view, LESCO is directed to revise the detection bill of 52316 units, charged during August, 2025 from six months to one month. 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 (Consumer Affairs)

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

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

NEPRA Islamabad (CAD)

Islamabad, November 04, 2026