National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.05/3957-2026
October 12, 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 ZUBAIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45-1735-1896401).**
LESCO-LHR-62047-09-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 12, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

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. Mr. Muhammad Zubair
   Jalana wali, P/O Mandi Ahmad Abad,
   Tehsil Depalpure District Okara.
   0301-6800709

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-LHR-62047-09-25

Mr. Muhammad Zubair — **Complainant**
Jalana wali, P/O Mandi Ahmad Abad,
Tehsil Depalpure District Okara.

Versus

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

Date of Hearing: October 09, 2025
December 09, 2025

Complainant: Mr. Muhammad Zubair

Respondent: Engr. Mian Tariq Bashir XEN (Operation), LESCO
Mr. Amjad Iqabal SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ZUBAIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45-1735-1896401).**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Zubair (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 NEPRA received a complaint wherein it was submitted by the Complainant that he was charged an illegal detection bill amounting to Rs. 1,193,609/- during July, 2025. The Complainant approached LESCO but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA seeking resolution of his complaint and correction of his bill. Accordingly, the matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties i.e. LESCO and the Complainant. During the hearings, LESCO officials reported that the detection bill of 36159 units was charged during July, 2025 against the Complainant's account on the pretext of direct electricity supply.

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 agricultural connection bearing reference number i.e. 45-11735-1896401 was charged a detection bill of 36159 units during July, 2025 on account of alleged use of direct supply. The Complainant was of the view that the detection bill has been charged without any cogent reasons and with the mala fide intent inconsiderate of presence of solar operated agricultural motor at its premises.

ii. Perusal of the documentary evidence reveals that detection bill of 36159 units was charged during July, 2025 for the period of six months i.e. January to June, 2025 based on the connected load i.e. 18 kW. The same is inconsistent with

Clause 9.1.3 of the 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 for period of six months, however, in 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 the Complainant's premises is as follows:

Month/Year	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	125	1166	3265	**254**
February	2196	1052	5652	**237**
March	1187	2141	5155	**1275**
April	2698	1224	1685	**98**
May	3227	2242	2408	**1099**
June	1315	1768	3450	**298**
July	6094	4315	5171	1310
August	7216	7435	3655	3297
September	3232	2955	4335	3526
October	3301	1305	491	
November	1025	1821	961	
December	61	3259	315	
Total	**31677**	**30783**	**36082**	**11394**
Monthly Average	**2640**	**2565**	**3007**	**1266**

Detection bill period

The analysis of Complainant's previous consumption history reveals relatively low consumption volume during the detection period & few preceding months in comparison with the corresponding months of previous years. Against which, the Complainant apprised the installation of a solar powered tube well system at its premises since the month of August, 2024 justifying consumption dip against the connection. The same was verified through scrutiny of relevant receipts of the system. However, further checking of following consumption pattern since the date of checking reflects sudden instances of increase in the consumption of which rationale was not met by the Complainant's arguments. This shows that the Complainant was involved in theft of electricity, however, the detection bill is on higher side and is required to be revised as per previous healthy consumption.

iv. The billing history shows that a healthy consumption of 7435 units was recorded in the month of August 2023. Hence, quantum of detection is required to be revised as per previous consumption history to account for the actual consumption dip in accordance with the relevant clauses of CSM.

4. Foregoing in the view, LESCO is directed to revise the detection bill of 36159 units, charged during July, 2025 as per previous healthy consumption history i.e. 7435 units per month for three months prior to date of checking and already charged during the said period be adjusted. Accordingly, revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed 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, October 12, 2026