



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,

Link Road, Model Town, Lahore.

Phone: 042-99333931

Consumer Affairs Department

POL.05/3979/2025
July 01, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IFTIKHAR MIRZA
S/O MUHAMMAD ZULFIQAR MIRZA SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING WRONG DETECTION BILL (REF# 08
11233 0797900 U)**
Case No. LESCO-LHR-48862-01-25

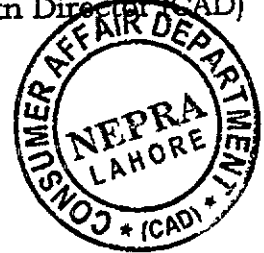
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 01, 2025 regarding the subject matter for necessary action, please.

Encl: As above

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. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Allama Iqbal Town Division, LESCO
132 kv Grid station Saidpur Multan Road, Lahore.
5. Mr. Iftikhar Mirza S/O Muhammad Zulfiqar Mirza
R/O House No. 365, Street No. 02,
Umer Block, Allam Iqbal Town, Lahore
Cell# 0322-7422623


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-48862-01-25

Mr. Iftikhar Mirza

..... **Complainant**

House No. 165, Street No. 02, Umer Block
Allama Iqbal Town, Lahore.

Versus

Lahore Electric Supply Company (LESCO)

..... **Respondent**

22-A, Queens Road, Lahore.

Date of Hearing: March 11, 2025
June 19, 2025

Complainant: Mr. Iftikhar Mirza

Respondent: Mr. Bilal Saleem SDO (Operation), LESCO
Mr. Awais Memon SDO (Operation), LESCO
Mr. Muhammad Athar, TA, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IFTIKHAR MIRZA
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF # 08-11233-0797900)
Case No. LESCO-LHR-48862-01-25**

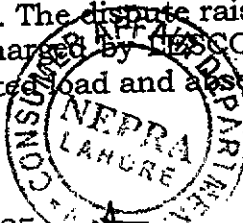
DECISION

This decision shall dispose of the complaint filed by Mr. Iftikhar Mirza (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 from Mr. Iftikhar Mirza wherein it was submitted that an exorbitant detection bill amounting to Rs. 117,295/- was charged by LESCO during the month of December, 2024 with mala fide intent despite the payment of regular bills in accordance with the connected load. The case was taken up with LESCO whereby LESCO, in response, submitted that the detection bill of 1642 units was charged against the Complainant's account on the pretext of direct electricity theft.

3. In order to finalize the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by both parties i.e. LESCO officials and the Complainant who advance their arguments. Now, case has been examined in detail in light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant's residential connection installed against a reference number i.e. 08-11233-0797900 was charged detection bill of 1642 units during the month of December, 2024 on account of direct theft of electricity from yellow phase of main incoming cable. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with the mala fide intent while being inconsiderate of connected load and absence of supporting evidence.



ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of six months i.e. March to August, 2024 on the basis of light load i.e. 1.5 kW along with AC load for period of three months i.e. June to August, 2024 while the same is inconsistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case direct theft of electricity. As per which, LESCO is restricted to charged detection in order of priority i.e. previous consumption history etc. which has been violated by LESCO. The record further points out a discrepancy in which the already charged units were not completely adjusted which is mandatory as per the same clause.

iii. The consumption history is tabulated as under:

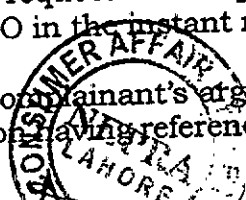
Sr. No.	Month/Year	2023	2024
1	January	131	96
2	February	70	106
3	March	115	110
4	April	175	175
5	May	287	257
6	June	266	335
7	July	377	252
8	August	568	242
9	September	477	198
10	October	188	183
11	November	148	153
12	December	112	143

Scrutiny of the Complainant's electricity consumption during partial detection period i.e. July to August, 2024 in comparison with the corresponding months of previous year i.e. 2023 reveals unhealthy consumption, categorizing the same as suspicious period, however, reflecting no dip during the remaining period i.e. March, 2024 to June, 2024. Considering the argument of Complainant regarding reduction in connected load during September, 2023 ensuing less consumption, is rebutted by the fact that the Complainant still consumed higher number of units than corresponding month during June, 2024.

iv. However, the Complainant, during hearing, pleaded its innocence and diverted the claimed theft towards another meter installed side by side with the impugned connection having reference number i.e. 08-11233-0797800 at same premises, however, in use of another occupant. Scrutiny of its consumption in conjunction with the allegation and description of theft by the Complainant reveals a very low consumption during July, 2024 while having very higher consumption otherwise. The same, then, induces support in argument of the Complainant and provide further avenues to analyze the matter.

v. Perusal of photo graphic evidence as submitted by the Complainant depicting case of direct supply from yellow phase of incoming main cable of meter installed against reference number 08-11233-0797800 argues in favor the Complainant's version and corroborates that corresponding connection was duly involved in the same direct theft of electricity as alleged against the Complainant by LESCO. In contrast, LESCO officials also failed to submit any evidence of theft against the Complainant's meter in non-compliance of clause 9.1.4 of CSM, degrading the actual/disputed allegation and revealing ill-motive of LESCO officials. Moreover, considering documented fact that both the connections were installed within the premises away from the general scrutiny of LESCO and were only shifted at the prudent location on the explicit request of Complainant also raises suspicion over the acts carried out of LESCO in the instant matter.

vi. Hence, taking cognizant of the Complainant's arguments along with suspicious consumption pattern of connection having reference number 08-11233-0797800



and the alleged theft corroborated through photographic evidence against the same connection, validates that impugned detection bill was wrongly charged to the Complainant as the same is devoid of any comprehensive justification, lacks supporting evidence, have refutable and only partial grounds and is required to be withdrawn.

4. Foregoing in the view, LESCO is directed to withdraw detection bill of 1642 units charged to the Complainant during the month of December, 2024 and revised bill be shared with the Complainant within (15) days. Hence, the instant complaint is disposed of in above terms.


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, July 01, 2025


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

