



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.05/3511-2025
June 05, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARIF ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 03-11164-0903502)**
Complaint No. LESCO-LHR-44151-09-24

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee (CRC), dated, June 05, 2025 regarding the subject matter for necessary action and compliance within seven (07) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Kot Abdul Malik Division, LESCO
132 kv Green View Grid Station Motorway Inter Change, Lahore.
5. Mr. Arif Ali
R/O Chak No. 591 GB, Gangapur, Tehsil Jaranwala, District Faisalabad.
Cell # 0304-1444200





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

Complaint No. LESCO-LHR-44151-09-24

Mr. Arif Ali

.....Complainant

Chak No. 591 G.B. Gangapur, Tehsil Jaranwala,
District Faisalabad.

VERSUS

Lahore Electricity Supply Company (LESCO)

..... Respondent

22-A, Queens Road, Lahore.

Date of Hearing: September 27, 2024
April 30, 2025

**On behalf of
Complainant:** Mr. Muhammad Nisar

Respondent: 1) Mr. Kashif Imran, Addl. XEN (Operation), LESCO
2) Mr. Farhan Aslam SDO (Operation), LESCO

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SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILL (REF # 03-11164-0903502)

DECISION

This decision shall dispose of the complaint filed by Mr. Arif Ali (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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 from Mr. Arif Ali dated September 20, 2024 wherein the Complainant submitted that detection bill amounting to Rs. 225,844/- was charged during the month of September, 2024 by LESCO on the pretext of electricity theft. The Complainant further apprised that excessive bills of (699) and (205) units were also levied by LESCO for the months of August and September, 2024 respectively and requested for withdrawal of detection/excessive bills. The matter was taken up with LESCO and hearings were held at NEPRA Provisional Office, Lahore in attendance of both the parties. During the hearing, LESCO officials submitted that detection bill of 2720 units was charged against the Complainant based on direct theft of electricity. The matter was heard while the same remained inconclusive due to the conflicting arguments.

3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (03-11164-0903502) located at Bhoy Wal, District Lahore was charged cumulative units i.e. (905) units for the period i.e. August to September, 2024 by LESCO. Moreover, detection bill of (2720) units amounting to Rs. 225,844/- was also levied against the Complainant's account during September, 2024 on allegation of direct electricity theft. The dispute raised by the Complainant was that impugned detection bill has been charged by LESCO in the absence of any evidence while bills for the months of August and September, 2024 have been levied without any rationale.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of six months i.e. January, 2024 to June, 2024 on the basis of load i.e. (3.5 kW) while the same is inconsistent with clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which LESCO is restricted to charge

detection bill in order of priority i.e. previous consumption history etc. as envisaged in same clause. Moreover, clause 9.1.4 of CSM further obligates LESCO to submit any evidence of theft, photos and/or videos, however, LESCO failed to submit any concrete evidence in support of the direct theft of electricity by the Complainant.

iii. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
1	January	21	18	51
2	February	28	18	75
3	March	37	32	98
4	April	72	65	00SS
5	May	86	31	11
6	June	127	01	111
7	July	109	24	78
8	August	107	107	699
9	September	101	101	206
10	October	93	93	-
11	November	25	46	-
12	December	24	48	-

As above, the Complainant maintained a consistent electricity consumption during the detection period which does exceed the level of consumption recorded during previous years when analyzed on corresponding months & on average basis, hence, reflecting no dip during the disputed period. Moreover, the Complainant was also charged average bills based on meter defectiveness for the period of five months i.e. August to December, 2023, immediately preceding the period of detection which further casts doubt over the period of allegation as assumed by LESCO.

iv. Thus, the detection bill charged to the Complainant is devoid of any solid grounds as revenue loss claimed through the same remains unproven by mere perusal of the consumption history. Hence, the arguments advanced by LESCO in support of the detection bill can be adjudged as invalid in accordance with the relevant clauses of CSM while also being inconclusive after due consideration of healthy consumption during the detection period and absence of photo/video graphic evidence which requires the withdrawal of detection bill.

v. Now, converging towards the regular bills as disputed by the Complainant for being excessive against the months of August and September, 2024, it can be determined that same lack substantiation i.e. meter reading snaps etc. Moreover, the analysis of video graphic evidence recorded during the month of September, 2024 as claimed by the Complainant, reflects latest index reading as (65) units i.e. less than final charged index reading during September, 2024 i.e. (1205). The same, then, raises suspicion over acts carried out by LESCO officials in the instant matter by charging frivolous bills without any supporting evidence which ensues withdrawal of same.

4. Foregoing in view, LESCO is directed to withdraw detection bill of 2720 units charged during September, 2024. LESCO is also directed to withdraw the bills 699 and 205 units charged during August and September, 2024, respectively and overhaul the Complainant's account. Compliance report be submitted within seven (07) days.


(Aisha Kalsoom)

Member, Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member, Complaints Resolution Committee
/Assistant Director (CAD)

Lahore, June 05, 2025

