



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.05/2559
-2025
May 07, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAVID AKHTAR
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 02 11535 0900804)
Case No. LESCO-LHR-50327-02-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 07, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) 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. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 5th Circle LESCO, 425-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO, 132 kv Grid Station,
New Kot Lakhpat, Near PEL Factory, Lahore.
5. Mr. Navid Akhtar S/O Ghulam Rasool
R/O Village Sirraich, Sua Asil, Ferozpur Road, Lahore.
Cell#0307-0027516





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-50327-02-25

Mr. Navid Akhtar
R/o Village Sirraich, Sua Asil
Ferozpur Road, District Lahore.
Cell # 0307-0027516

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: April 22, 2025

On behalf of: Mr. Jamil

Complainant:

Respondent: Mr. Salahudin, SDO, LESCO
Mr. Sajid, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAVID AKHTAR
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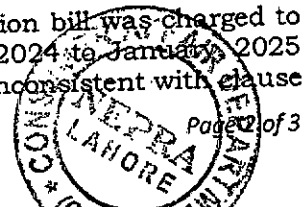
DECISION

This decision shall dispose of the complaint filed by Mr. Navid Akhtar (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 an illegal detection bill by LESCO during month of February, 2025. Upon approaching LESCO, the grievances remained unaddressed and consequent to above, matter was escalated to NEPRA, seeking review of detection bill. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. In response, LESCO vide a letter dated February 19, 2025 submitted that the detection bill of 2950 units was charged against the Complainant's account as the Complainant was found involved in direct theft of electricity. The LESCO's report was forwarded to the Complainant, however, the Complainant challenged the report by submitting a rejoinder dated March 14, 2025.

3. In order to probe further into the matter, a hearing was held on April 22, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed at length. 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 residential connection installed against reference number i.e. 02-11535-0900804, was charged detection bill of 2950 units by LESCO during February 2025 on account of alleged usage of direct supply. The Complainant was of the view that the detection bill was charged by LESCO with mala fide intent.
- ii. Perusal of the documentary evidence reveals that the detection bill was charged to the Complainant for period of three months i.e. November, 2024 to January, 2025 based on the connected load i.e. (6.9) kW while the same is inconsistent with clause



9.1.3 of Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by registered consumer as per which detection bill can be charged in an order of priority i.e. previous consumption history etc. which has not been followed by LESCO.

- iii. The analysis of Complainant's billing history reflects a regular and nominal pattern of electricity consumption, with no significant dip. Moreover, the impugned detection bill of 2950 units appears to be unjustified, as the same was calculated based on an excessive connected load of 6.9 kW in comparison with the sanctioned load, which is not supported by the consumption trend. It is of note that the connection was only installed during October, 2024.
- iv. Moreover, LESCO officials failed to provide any concrete video or pictorial evidence establishing the alleged theft, in noncompliance with clause 9.1.4 of CSM. Hence, the frivolous detection bill charged for the excessive load of 6.9 kW, and checking performed by LESCO only during February, 2025, inconsiderate of none prior theft incidents recorded against the Complainant, is devoid of any merits and is required to be withdrawn.

4. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 2950 units charged to the Complainant during February, 2025. Compliance report be submitted to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ فروری 2025 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا 2950 یونٹس کا ناجائز ڈیٹیکشن بل ختم کیا جائے۔ مزید برآں، چارج کیے گئے FPA اور LPS کو بھی منہی کیا جائے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ جمع کرائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, May 07, 2025

