

**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.05/4204/2025  
July 07, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAFIZ MUHAMMAD ASIF S/O ISRAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#05 11533 0761422 U)**  
**Case No. LESCO-LHR-56202-06-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 07, 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 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. Hafiz Muhammad Asif S/o Israr Khan  
R/O Shabir Park Attari Saroba

  
(Aisha Kalsoom)  
Assistant Director (CAD)





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

**Complaint No. LESCO-LHR-56202-06-25**

**Hafiz Muhammad Asif**  
Shabbir Park, Attari Saroba, Lahore.

**Complainant**

**Versus**

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

**Respondent**

**Date of Hearing:** June 26, 2025

**Complainant:** Hafiz Muhammad Asif

**Respondent:** Mr. Sajid, Revenue Officer, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY HAFIZ MUHAMMAD ASIF SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 05-11533-0761422)**  
Case No. LESCO-LHR-56202-06-25

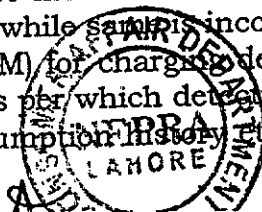
**DECISION**

This decision shall dispose of the complaint filed by Hafiz Muhammad Asif (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. NEPRA received a complaint from Hafiz Muhammad Asif wherein the Complainant submitted that an exorbitant detection bill was charged by LESCO inconsiderate of minimal electricity consumption during vacancy of premises. The matter was taken up with LESCO and a hearing was held on June 26, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed in detail. During the hearing, LESCO official apprised that a detection bill of 2926 units was charged against the Complainant's account on the pretext of meter tempering i.e. reversed while an FIR based on the theft was also registered against the Complainant.

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 residential connection bearing reference number i.e. 05-11533-0761422 was charged detection bill of 2926 units during May, 2025 on account of alleged electricity theft, through meter tampering i.e. reversing. The Complainant was of the discorded view that the detection bill has been charged without any cogent reasons and with mala fide intent.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of three months i.e. February to April, 2025 on the basis of connected load i.e. 5.4 kW while same is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. meter tempering, as per which detection bill can be charged in an order of priority i.e. previous consumption history etc. which has been expressly



violated by LESCO. Moreover; clause 9.2.2 of CSM also obligates LESCO to adopt defined/specific procedure for the establishment of illegal abstraction including securing of metering equipment without removal, installation of check meter etc. which has also not been followed by LESCO in the instant matter

- iii. The keen analysis of record as submitted by the Complainant divulges that the impugned premises was, in actual, periodically rented out to different occupants against the distinct timelines. The same in conjunction with the Complainant's arguments premised on the vacancy of premises during the detection period does commensurate with low consumption recorded during disputed period. Moreover, LESCO being the mover of allegation of theft carries bar of cogent evidence of theft and connected load as claimed which was not presented by LESCO, rendering the allegation itself unsubstantiated. According to clause 9.2.2 (c) of CSM, LESCO may take photo/ video graphic evidence of theft to present before the competent forum which was also not provided by LESCO, raising suspicion on the detection bill, altogether.
- iv. Taking cognizant of the above, keeping in line with clause 9.2.2, 9.2.3 of CSM and after duly considering the contentions of Complainant regarding vacancy of the premises reflecting low consumption during detection period and in absence of any photo/video graphic evidence; it is concluded that the detection bill charged to the Complainant is not justified and lacks any technical and financial rationale and is required to be withdrawn.

4. Foregoing in view, LESCO is hereby directed to withdraw the detection bill of 2926 units and revised bill be shared with the Complainant within fifteen (15) days. LESCO is also directed to allow six monthly installments of any remaining amount on the explicit request of Complainant. The Complaint is disposed of in above terms.

  
(Ubaid Khan)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

Lahore, July 07, 2025

