

**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.05/4275-2025
July 10, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVED AKHTAR
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 09 11511 1014502 U)
Case No. LESCO-LHR-49547-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 10, 2025 regarding the subject matter for necessary action, please.

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 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Gulberg Division, LESCO
132 kv Grid Station, Garden Town,
Kalma Chowk, Lahore.
5. Mr. Javed Akhtar S/O Hafiz Abdul Majeed
R/O House No. 482, Block D, Faisal Town, Lahore
Cell#0320-4511002



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-49547-01-25

Mr. Javed Akhtar
House No. 482, Block D, Faisal Town, Lahore.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: June 19, 2025

Complainant: Mr. Javed Akhtar

Respondent: Mr. Kaab Farooq, SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVED AKHTAR**
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF # 09-11511-1014502)
Case No. LESCO-LHR-49547-01-25

DECISION

This decision shall dispose of the complaint filed by Mr. Javed 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 from Mr. Javed Akhtar wherein it was submitted that a detection bill was charged against its connection by LESCO along with the registration of FIR on the pretext electricity theft, with mala fide intent despite payment of regular bills. The Complainant pleaded its innocence and further challenged usage of tempered meter at its premises. The case was taken up with LESCO whereby LESCO, in response, submitted that the detection bill of 985 units was charged against the Complainant's account on account of meter tempering. The Complainant raised observations over the report of LESCO and requested to investigate the matter.

3. In order to finalize the matter, hearing was held at NEPRA Provincial Office, Lahore which was 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. 09-11511-1014502 was charged detection bill of 985 units during the month September, 2024 on account of alleged theft of electricity i.e. meter tempering. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with mala fide intent against the impugned meter irrelevant to its residential premises and in absence of supporting evidence.
- ii. Perusal of the documentary evidence reveals that the detection bill of 985 units was charged to the Complainant for a period of three months i.e. June, 2024 to August, 2024 based on the connected load i.e. (2.7) kW. However, the same is

inconsistent with clause 9.2.3 of Consumer Service Manual (CSM) for charging detection bill against a consumer involved in the 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 & LESCO divulges that the Complainant's premises was checked by M&T, LESCO on September 11, 2024 and following the apprehension of discrepancy of tempering in meter No. 3654561 installed at the impugned premises as claimed by LESCO, detection bill was charged against the connection and FIR was moved against the Complainant by duly mentioning the above meter number. However, it is an established fact that another meter No. 623734 was, in actual, sanctioned against the connection as reflected by the billing record which was not found at the premises during the claimed checking and of which whereabouts is also unknown till date.
- iv. Taking cognizant of the above, in conjunction with the Complainant's arguments premised on mala fide of a concerned LESCO official involved in framing of the tempered meter No. 3654561, sanctioned elsewhere, against its premises, raises suspicion over the acts carried out by LESCO officials while complicating the instant matter. It is of note that LESCO being the mover of allegation of theft carries bar of any cogent evidence of electricity theft and intentional misplacing of installed meter 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.
- v. According to clause 6.1.4 of CSM, meter readers shall also check irregularities/ discrepancies in metering system at the time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies which was not rectified by LESCO for several months. The same become further aggravated considering the fact that no reporting of theft/misplacing of actual meter No. 623734 was made by LESCO officials. Thus, the above negligence on part of LESCO officials does not provide legitimate basis for the charging of detection bill involving irrelevant meter, all of a sudden and on the will & wish of concerned LESCO official without any evidence.
- vi. Upon inquisition, LESCO officials also failed to provide any meter readings snaps reflecting the usage of impugned meter at the Complainant's premises. Hence, the detection bill of 985 units charged against a frivolous meter No. 3654561 and devoid of supporting evidence while having no relevancy with the Complainant's premises, is required to be withdrawn.

4. Foregoing in the view, LESCO is directed to withdraw detection bill of 985 units charged to the Complainant during the month of September, 2024 and revised bill be shared with the Complainant within thirty (30) days. The instant matter is being disposed in above terms.

(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, July 10, 2025

