

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.05/2984-2025
May 22, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NABEEL WAHEED
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY
(REF#03 11134 0237601 U, 03 11134 0237500 U, 03 11134 0237603 U, 03 11134
0237600 U)**

Case No. LESCO-LHR-37661-05-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 22, 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. 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 Ravi Road Division, LESCO
137-Block No. 03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Nabeel Waheed
R/O House No. 15-A, Kardar Park, Mohni Road, Lahore
Cell#0305-4704756





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

Complaint No. LESCO LHR-37661-05-24

Mr. Nabeel Waheed
R/o House No. 15-A, Kardar Park
Mohani Road, District Lahore.
Cell # 0305-4704756

Complainant

Versus

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

Respondent

Date of Hearing: July 25, 2024
December 02, 2024
April 17, 2025

**On behalf of:
Complainant:**

- 1) Mst. Nazia Waheed
- 2) Mr. Nabeel Waheed

Respondent:

- 1) Mr. Hamza Chaudhary, SDO, LESCO
- 2) Mr. Habib, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NABEEL WAHEED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL AND RESTORATION OF ELECTRICITY SUPPLY (REF # 03-11134-0237601, 03-11134-0237500, 03- 11134-0237603, 03-11134-0237600)

DECISION

This decision shall dispose of the complaint filed by Mr. Nabeel Waheed (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 complaint from Mr. Nabeel Waheed wherein the Complainant disputed the charging of four Nos. of detection bills against (4) Nos. of distinct electricity connections installed at the Complainant's residential premises. Upon approaching LESCO, the grievances remained unaddressed and consequent to the above, matter was escalated to NEPRA, seeking review of the detection bill. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to submit report within the stipulated time period. During the hearing, LESCO official apprised that the detection bills were charged against the Complainant's accounts as the Complainant was found involved in the direct theft of electricity.

To further investigate the matter, hearings were conducted at the NEPRA Provincial Office in Lahore, attended by the representatives from both parties, during which the case was thoroughly discussed. LESCO was directed to reassess the connected load in the presence of the complainant and submit revised report, which was subsequently provided.

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4. 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 connections installed against reference Nos. 03-11134-0237601, 03-11134-0237500, 03-11134-0237603 and 03-11134-0237600 located at a premises were charged detection bills of 5192, 5367, 4875 and 4608 units on account of direct theft of electricity. The dispute raised by the Complainant was that detection bills have been charged by LESCO with the mala fide intent while being inconsiderate of the connected load.
- ii. Perusal of documentary evidence reveals that detection bills were charged for the period of six months i.e. April, 2023 to September, 2023 on the basis of connected load while the same is consistent 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 only for the period of six months based on connected load.
- iii. Scrutiny of the consumption history reflects that the Complainant failed to maintained healthy consumption pattern in comparison with corresponding months, revealing pertinent consumption dip, implicating the Complainant in theft of electricity. Moreover, analysis of video graphic evidence recorded during checking performed by LESCO dated October 01, 2023 substantiates allegation of direct theft. However, following the contention raised by the Complainant during the hearing, regarding connected load as assessed by LESCO, the relevant premises was further scrutinized for the actual loading position of which details are tabulated as under:

Sr. No	Reference No.	Load on which Detection Bill was charged	Units Charged	Revised Load (after fresh site verification)
01	0237601	2.55 kW + one AC	5192	2.074 kW
02	0237500	3.002.kW + one AC	5367	1.73 kW+1 AC~3 kW
03	0237603	2.45 kW + one AC	4875	2.15 kW
04	0237600	3 kW + one AC	4608	1.50 kW

- iv. Taking cognizant of above and considering the argument of Complainant, it can be concluded that the detection bills charged to the Complainant were on higher side, based on excessive connected load. The same, then, requires revision of all the detection bills as per the revised connected load.

5. Foregoing in view, LESCO is directed to revise all four Nos. of detection bills on the latest load assessment report (i.e., 2.074 kW for 03-11134-0237601, 3 kW for 03-11134-0237500, 2.15 kW for 03-11134-0237603 & 1.50 kW for 03-11134-0237600). Compliance report be submitted to this office within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو چارج کیے گئے چاروں ڈیفیکشن بلز نیپرا قوانین کی روشنی میں درست کر کے لیسکو کی جانب سے جمع کروائی گئی آخری حتمی تعین شدہ منسلک لوڈ رپورٹ (load assessment report) کے مطابق حوالہ نمبر (03 11134 0237601) کے لیے (2.074 kW)، حوالہ نمبر (03 11134 0237602) کے لیے (1.73 kW+1 AC)، حوالہ نمبر (03 11134 0237603) کے لیے (2.15 kW) اور حوالہ نمبر (03 11134 0237604) کے لیے (2.074 kW) کی تصدیق کرے۔



0237600 کے لیے (1.50 kW) لوڈ پر جاری کیے جائیں اور تعمیل کی رپورٹ ہندره (15) یوم کے اندر دفتر پڑا میں جمع کروائی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, May 22, 2025


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

