



**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.05/3778-2025
June 24, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIQAR ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#04 11714 0340212 R,
04 11714 0340246 U)
Case No. LESCO-LHR-43857-09-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 24, 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 Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Kasur City, LESCO
Kaim Kam Road, Wapda Complex, Kasur.
5. Mr. Zulfiqar Ali
R/O Shariq Basti Near Masjid Noor, Mustafa Abad, Kasur
Cell#0300-4377745





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

Complaint No. LESCO-LHR-43857-09-24

Mr. Zulfiqar Ali
Shariq Basti Near Masjid Noor, Mustafa Abad, Kasur.
Cell # 0300-4377745

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: January 07, 2025
May 08, 2025

On behalf of:
Complainant: Mr. Zulfiqar Ali

Respondent: Mr. Abdul Rehman, SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIQAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 04-11714-0340212, 04-11714-0340246)
Case No. LESCO-LHR-43857-09-24

DECISION

This decision shall dispose of the complaint filed by Mr. Zulfiqar 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. NEPRA received a complaint through Wafaqi Mohtasib in respect of Mr. Zulfiqar Ali wherein it was submitted that unjustified detection bills against its two connections were charged by LESCO with mala fide intent. He initially approached LESCO for resolution, but his grievance remained unaddressed. Consequently, the matter was escalated to NEPRA, seeking correction of its bills and redressal of the raised concerns.

3. Accordingly, the case was taken up with LESCO for submission of detailed para-wise comments/report. In response, LESCO submitted that the detection bills of 2895 and 3514 units were charged against the Complainant's connections bearing reference number 04-11712-0340212 & 0340246, respectively on the pretext of direct theft of electricity. The LESCO's report was disputed and withdrawal of impugned detection bills was prayed by the Complainant.

4. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which was attended by both parties i.e. LESCO officials and the Complainant who advance their arguments based on their earlier submissions. The 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 connections installed against reference numbers i.e. 04-11714-0340212 and 04-11714-0340246, were charged 2 Nos. of



detection bills of 2895 and 3514 units during July, 2024 on account of the 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 absence of any solid evidence and connected load.

- ii. Perusal of the documentary evidence reveals that detection bills against reference numbers (04-11714-0340212 & 04-11714-0340246) were charged for the period of six months i.e. January, 2024 to June, 2024 on the basis of connected load i.e. 3.8 & 4.3 kW respectively while the same is inconsistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill against a registered consumer involved in direct theft of electricity. According to the said clause, LESCO is restricted to charge detection bill for a maximum period of (6) months, however, as per the actual consumption history in the order of priority as envisaged in the same clause which has not been followed by LESCO in the instant matter.
- iii. The analysis of Complainant's consumption against reference No. i.e. 04-11714-0340246 divulge that the same connection was only installed during December, 2024 which does not provide any clearer context to ascertain any consumption pattern and attract the reliance only on the evidence which was not submitted by LESCO. Moreover, even considering the contention of LESCO regarding low consumption recorded against the reference No. i.e. 04-11714-0340212 during the detection period, is rebutted by the fact that overall consumption was shared with recently installed another connection as mentioned above which debunks the claim of LESCO. Thus, the Complainant maintained healthy and consistent electricity consumption pattern during and prior to the detection period which also does commensurate with the verified load i.e. 2.6 kW connected at the site.
- iv. Moreover, LESCO officials failed to provide any concrete video and pictorial evidence establishing alleged theft in noncompliance of clause 9.1.4 of the CSM. Hence, both the aforementioned frivolous detection bills charged in contrast with the relevant clauses of CSM, devoid of any evidence having healthy consumption pattern, are required to be withdrawn.

5. Foregoing in the view, LESCO is directed to withdraw both of the aforementioned detection bills, of 2895 units and 3514 units, charged to the Complainant during July, 2024 and submit compliance report within fifteen (15) days.


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, June 24, 2025

