



**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.05/3779-2025
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. NABI AMEEN
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE BILLING & RESTORATION OF ELECTRICITY
SUPPLY (REF# 13 11532 1852665 U, 13 11532 1852709 U)
Case No. LESCO-LHR-49454-01-25**

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. 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. Nabi Ameen
R/O Millat Town, Gajjumata, Lahore
Cell#0308-4660913





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

Complaint No. LESCO-LHR-49454-01-25

Mr. Nabi Ameen

Plot No. 193, Block C, Shadab Colony, Lahore.
Cell# 0323-4848442

Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

Respondent

Date of Hearing: May 21, 2025

On behalf of:

Complainant: Mr. Nabi Ameen

Respondent: Mr. Sajid, Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NABI AMEEN
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DECISION

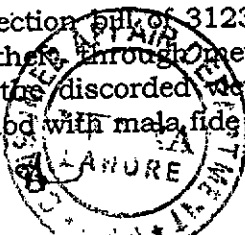
This decision shall dispose of the complaint filed by Mr. Nabi Ameen (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mr. Nabi Ameen dated January 16, 2025 wherein the Complainant disputed a detection bill as charged by LESCO despite being levied with average bills for several months. The matter was taken up with LESCO for the submission of detailed para-wise comments/report. In response, LESCO, vide letter dated February 10, 2025 submitted that the Complainant's meter installed against reference number i.e. 13-11532-1852665 became defective, and was accordingly charged average bills as per SOPs. LESCO further submitted that another connection having reference number i.e. 13-11532-1852709, was levied with detection bill of 3123 units on the pretext of electricity theft i.e. meter tempering. However, LESCO's report was challenged by the Complainant only over the latter connection.


3. In order to probe further into the matter, a hearing was held on May 21, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed in detail.

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 connection bearing reference number i.e. 13-11532-1852709 was charged detection bill of 3123 units during October, 2024 on account of alleged electricity theft through meter tampering i.e. hole in the meter. The Complainant was of the discorded view that the detection bill has been charged for an excessive period with mala fide intent.



- ii. Perusal of the documentary evidence reveals that the detection bill of 3123 unit was charged to the Complainant for period of 5 months i.e. May, 2024 to September 2024, based on the connected light load 3.82 kW along with AC load while the same is inconsistent with the clause 9.2.3 of Consumer Service Manual (CSM) as per which the detection bill can be charged based on the connected load in case of absence of undisputed prior or future consumption, however, for the maximum period of three months.
- iii. The analysis of Complainant's consumption history reflects that the Complainant failed to maintained healthy and consistent electricity consumption pattern during and prior to the detection period which also does not commensurate with verified load connected at the site. The same discrepancy in conjunction with the affidavit submitted by the Complainant reflecting the admission of theft, does point towards the illegal abstraction commissioned by the Complainant which then, ensues the implications for electricity theft.
- iv. Taking cognizant of the above, keeping in line with clause 9.2.3 of CSM and after duly considering the contentions of Complainant, it is concluded that the detection bill charged to the Complainant is on the higher side and is required to be restricted to only three months, however, on the load basis due to inconsistent consumption pattern. Hence, detection bill is required to be revised for the period i.e. July, 2024 to September, 2024 as per the relevant clauses of CSM.
5. Foregoing in view, LESCO is hereby directed to revise the detection bill of 3123 units charged to the Complainant during October, 2024, to period of three months in accordance with the latest load assessment i.e. approximately 3.5 kW and submit compliance report to this office within fifteen (15) days.


(Ubaid Khan Rana)
Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, June 24, 2025


(Aisha Kalsoom)
Member Complaints Resolution
Committee/Assistant Director (CAD)

