

**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.05/3010-2025  
May 26, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KASHIF HUSSAIN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILL (REF# 07 11134 0730704 U)  
Case No. LESCO-LHR-41022-07-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated, May 26, 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. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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. Kashif Hussain  
R/O Plot No. 1/A/2/2256, Fort Road,  
Shahi Mohallah, Niwan Chit Ram Road, Lahore  
Cell#0321-8839703





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

**Complaint No. LESCO-LHR-41022-07-24**

**Complainant**

**Mr. Kashif Hussain**  
R/o Plot No. 1/A/2/2256, Fort Road,  
Shahi Mohallah, Niwan Chit Ram Road, Lahore.  
Cell # 0321-8839703

**Versus**

**Respondent**

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

**Date of Hearing:** December 02, 2024  
January 28, 2025,  
March 18, 2025  
April 22, 2025

**On behalf of:**

**Complainant:** Mr. Kashif Hussain

**Respondent:**

- 1) Mr. Sooban Siddique, XEN Ravi Road, LESCO
- 2) Mr. Hamza Ch, SDO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KASHIF HUSSAIN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING DETECTION BILL (REF # 07-11134-0730704)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Kashif Hussain (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 wherein the Complainant disputed the charging of mala fide detection bills against its electricity connection having reference number i.e. 02-11355-0168223 amounting to Rs. 382,703/- during the month of June, 2024. The Complainant approached LESCO, however, grievances of Complainant were not redressed. Consequently, resolution of the matter was sought from NEPRA through the instant complaint. Accordingly, the matter was taken up with LESCO for submission of para wise comments/report, however, LESCO failed to submit the required report within stipulated time period. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by the representatives of both parties wherein the matter was discussed at length. During the hearings, LESCO officials apprised that the detection bill was charged against the Complainant's connection as the Complainant was found involved in direct theft of electricity.

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 installed against reference number i.e. 07-11134-0730704 was charged 3 Nos. of detection bills of cumulative (8292) units on account of direct theft of electricity. However, the Complainant was of the discorded view that the detection bills have been charged by LESCO with the mala fide intent in the absence of any evidence.

ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bills of (3759 & 1754) units for period i.e. August, 2023 to January, 2024, and February to July, 2024, respectively based on the connected load during June, 2024. Moreover another detection bill of (2779) units for the period i.e. December, 2023 to May, 2024 also based on connected load, was charged during September, 2024 while the same is inconsistent with clause (9.1.3) of Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer as per which detection bill can be charged in an order of priority i.e. previous consumption history etc. and only for period of three months which has not been followed by LESCO in the instant matter.

iii. During the hearing, LESCO officials stated that the Complainant's premises were checked by the concerned SDO and his team on February 23, 2024, May 9, 2024, and August 29, 2024 and the Complainant was found utilizing electricity through direct supply. In response, the Complainant denied any involvement in electricity theft, maintaining that he had very low connected load, which reasonably accounted for his electricity consumption. He further alleged that the billing issued by LESCO was driven by mala fide intentions. Accordingly, LESCO officials were directed to carry out load assessment at the Complainant's premises of which report indicated the connected load as only 1.205 kW.


iv. Scrutiny of documentary evidence and Complainant's billing history then divulges that the detection bills charged to the Complainant on account of direct theft, are clearly unjustified. Considering the fact that the Complainant's consumption history remained consistent & healthy during the period preceding & following the detection period, further discredits the allegation of theft. Moreover, LESCO officials failed to provide any concrete video graphic or pictorial evidence of electricity theft against the Complainant in noncompliance of the clause 9.1.4 of CSM. Additionally, the Complainant's current connected load also contradicts allegation of theft, requiring withdrawal of frivolous detection bills.

4. LESCO is directed to withdraw 3 Nos. of detection bills charged to the Complainant during June and September 2024, respectively. Compliance report be submitted within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ نیپرا قوانین کی روشنی میں شکایت کنندہ کو بجلی چوری (direct supply) کی مد میں ماہ جون 2024 اور ستمبر 2024 میں بالترتیب 3759 یونٹس، 2779 یونٹس اور 1754 یونٹس کے لیے چارج کیے گئے تینوں ڈیٹیکشن بلز ختم کیے جائیں اور درج بالا احکامات پر عملدرآمد کی رپورٹ پندرہ (15) دنوں کے اندر دفتر ہڈہ میں جمع کروائی جائے۔

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

Lahore, May 16, 2025

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

