

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021



**Consumer Affairs
Department**

TCD.04/3509-2025
August 25, 2025

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

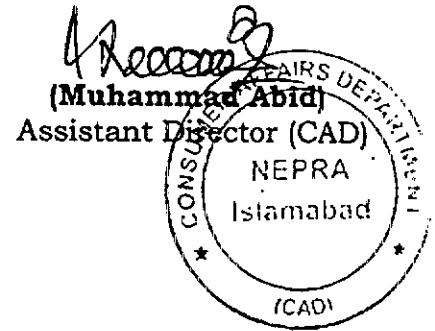
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY CHIEF RESEARCH OFFICER UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & REPLACEMENT OF DEFECTIVE METER (REF 45-11732-0384001).
Complaint No. **LESCO-LHR-45243-10-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 25, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Canal Bank Road, Faisalabad.
2. Incharge Complaint Cell LESCO,
Focal Person to NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
3. S.E Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Chunian, LESCO
WAPDA Complex, Changa Manga Lahore, Chunian.
5. Assistant Director (NEPRA),
54-B, Link Arcade, GECH Society, Phase 3,
Link Road, Model Town, Lahore.
6. Chief Research Officer
R/o Buffallow Research Institute Pattoki,
District Kasur.
Cell # 0300-8406346.





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

Complaint No. LESCO-LHR-45243-10-24

Chief Research Officer

Buffalo Research Institute, Pattoki, District Kasur.

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... Respondent

Date of Hearing: January 14, 2025
March 27, 2025
May 13, 2025

On behalf of:

Complainant:

- 1) Dr. Intizar Ahmed Rao
- 2) Mr. Azeem Ullah
- 2) Syed Karamat

Respondent:

- 1) Mr. Adeem-ur-Rehman Revenue Officer, LESCO .
- 2) Mr. Babar Ali, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY CHIEF RESEARCH OFFICER BUFFALO RESEARCH INSTITUTE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING REPLACEMENT OF DEFECTIVE METER & DETECTION BILL (REF# 45-11732-0384001).**

DECISION

This decision shall dispose of the complaint filed by Chief Research Officer, Buffalo Research Institute, Pattoki (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. Brief facts of the case are that LESCO charged the Complainant a detection bill amounting to Rs. 3,176,134/- against general supply connection having reference number 45-11732-0384001 on account of theft of electricity during the month of August, 2024. The Complainant has apprised that a demand notice in lieu of replacement of burnt meter installed against the same connection has already been paid, however, LESCO instead of timely replacement of meter alleged the Complainant for involvement in theft of electricity. The Complainant initially approached LESCO for resolution, however, grievance remained unaddressed, therefore, requested NEPRA for redressal of the grievances.

3. Accordingly, the case was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearings, LESCO officials reported that detection bill of 56686 units was charged against the Complainant's connection on account of direct theft of electricity from transformer's bushes and an FIR based on the said discrepancy was got registered in concerned Police Station.

4. The case has been examined in detail in the light of written/verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded.

CRC Decision: Chief Research Officer vs LESCO (LESCO-LHR-45243-10-24)



- (i) The Complainant's connection installed against reference number i.e. 45-11732-0384001, was charged a detection bill for 56686 units during the month of September, 2024 on account of theft of electricity through direct supply for which an FIR was registered against the Complainant. The dispute raised by the Complainant was that the impugned detection bill has been charged by LESCO without any evidences.
- (ii) Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of six months i.e. March, 2024 to August, 2024 on the basis of connected load i.e. (67) kW while the same being inconsistent with the clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging detection bill against a registered consumer involved in direct theft of electricity as per which LESCO is restricted to charge detection bill in an order of priority i.e. previous consumption history, future billing history and load basis according to the given formula. Further, the units already charged in routine billing during the detection bill period will be adjusted, however, analysis of detection bill reveals that the already charged units in the routine billing have not been adjusted by LESCO in violation of above mentioned clause of CSM. Moreover, Clause 9.1.4 of CSM further obligates LESCO to submit evidence of theft, photos and/or videos, however, LESCO failed to submit any concrete evidence in support of direct theft of electricity by the Complainant
- (iii) The analysis of consumption history is tabulated as below:

Month	2023 (Units)	2024 (Units)	2025 (Units)
January	11752	6932	3050
February	6994	6250	2824
March	4006	7764 DF	2584
April	10176	00 S Read	4743
May	586 S Read	7415 DF	4130
June	11870	8712 RP	4601
July	5893	1763	-
August	7366	2266	-
September	622 S Read	953	-
October	597 S Read	6796 RP	-
November	788 RP	2656	-
December	5648	2786	-
Average	5524	4524	3655

- (iv) As above, the meter installed against the Complainant's connection was replaced multiple times during, prior & following detection period while the Complainant was also periodically charged the assessed consumption and/or wrong units on billing mode i.e. S Read, which supports the argument of Complainant regarding excessive billing and renders comparable analysis of the consumption ineffective during impugned detection period. LESCO has not charged bill to the Complainant in the month of April, 2024 while the meter was already declared defective. LESCO should have charged average bill for April, 2024.
- (v) The Complainant maintained a healthy electricity consumption during the detection period, thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. The same underlines the fact that the detection bill charged to the Complainant is lacks solid grounds as the revenue loss claimed through detection bill remains unproven. Hence, LESCO failed to provide valid justification and evidences in accordance with the relevant clauses of CSM regarding involvement of the Complainant in theft of electricity.

5. Foregoing in view, LESCO is directed to withdraw the detection bill of 56686 units charged to the Complainant during the month of September, 2024 and next bill be issued after necessary correction of record. However, LESCO may charge bill for one month i.e. April, 2024 on average basis as the meter was defective but no bill was charged to the Complainant. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

6. اس کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ ستمبر 2024 کے دوران شکایت کنندہ سے وصول کیے گئے 56686 یونٹس کے ڈیٹیکشن بل کو واپس لے اور ریکارڈ کی ضروری تصحیح کے بعد اگلا بل جاری کیا جائے۔ تاہم، لیسکو اوسطاً ایک ماہ یعنی اپریل 2024 کے لیے بل وصول کر سکتا ہے کیونکہ میٹر خراب تھا لیکن شکایت کنندہ سے کوئی بل وصول نہیں کیا گیا۔ نظر ثانی شدہ بل تیس (30) دنوں کے اندر شکایت کنندہ کو جاری کیا جائے۔ مذکورہ بالا شکایت کا ازالہ کیا جاتا ہے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (Consumer Affairs)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, August 25, 2025

