



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.05/6003 -2025
September 12, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAFAQAT ALI KHOKHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 09 11264 1041902 R) Case No. LESCO-LHR-60433-09-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 12, 2025 regarding the subject matter for necessary action, please.

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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Shahpur Division, LESCO
132kv Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Rafaqat Ali Khokhar
R/O Multan Road, Post Office Sunder Lahore.
Cell#0332-4223525





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

Complaint No. LESCO-LHR-60433-09-25

Mr. Rafaqat Ali Khokhar

Multan Road, Post Office Sundar, Lahore.

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: September 09, 2025

Complainant:

Mr. Rafaqat Ali

Respondent:

Mr. Fahad Khan SDO (Operation), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAFAQAT ALI KHOKHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 09-11264-1041902)

DECISION

This decision shall dispose of the complaint filed by Mr. Rafaqat Ali Khohar (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 exorbitant detection bill amounting to Rs. 185,318/- by LESCO during August, 2025. The case was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed in detail. During the hearing, LESCO official submitted that the detection bill of 2857 units was charged against the Complainant's account on the pretext of direct electricity theft.

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, bearing reference number i.e. 09-11264-1041902 was issued a detection bill of 2857 units during August, 2025 on account of direct theft of electricity. The dispute raised by the Complainant was that detection bill has been charged by LESCO inconsiderate of connected load at the premises and pleaded for revision of levied bill.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of 3 months i.e. May to July, 2025 on the basis of load i.e. (2.7) kW along with (1) AC. The same is consistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer as per which LESCO is allowed to charge detection bill for maximum period of six months, in the absence of undisputed consumption history. Moreover, the Complainant acceded to the

alleged theft of electricity which requires none further analysis of consumption pattern and/or any evidence. However, the Complainant contended the assessed load and disputed the volume of detection bill.

- iii. Duly considering contentions of the Complainant regarding impugned premises having no AC load and the same being concurred by LESCO officials during the hearing, provides the informed course to review the detection bill in terms of the connected load. Taking cognizant of the above, keeping in line with clause 9.1.3 of CSM, it is concluded that the detection bill charged to the Complainant is on higher side and does not prove to be a legitimate tool to recover revenue loss over period of (3) months on the AC load basis. Hence, detection bill is required to be revised for the detection period only for the light load i.e. 2.7 kW as per relevant clause of CSM.

4. Foregoing in view, LESCO is directed to revise detection bill of 2857 units as per the connected light load only and revised bill be shared with the Complainant within thirty (30) days. The instant matter is being disposed in above terms.



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, September 12, 2025

