



**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.05/1468-2025
March 13, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. LIAQAT ALI UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILL (REF# 15 11741 2142301 R)**
Case No. LESCO-LHR-48151-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated March 13, 2025 regarding the subject matter for necessary action
and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, 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 Phool Nagar Division, LESCO
WAPDA Colony Phool Nagar.
5. Mr. Liaqat Ali,
R/O Kot Asad Ullah, Phool Nagar, Kasur
Cell#0337-4825090


(Aisha Kalsoom)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-48151-12-24

Mr. Liaqat Ali,
Kot Asad Ullah, Phool Nagar, Kasur
Cell # 0337-4825090

Complainant

Versus

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

Respondent

Date of Hearing: February 20, 2025

On behalf of:
Complainant: Mr. Liaqat Ali

Respondent: Mr. Haroon Ahmad, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. LIAQAT ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 15-11741-2142301)

DECISION

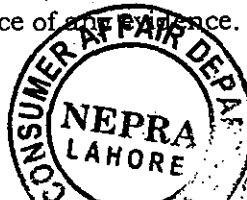
This decision shall dispose of the complaint filed by Mr. Liaqat Ali (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of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

2. NEPRA received a complaint dated December 17, 2024 wherein it was submitted that two unjustified detection bills were charged by LESCO with mala fide intent amounting to Rs. 230,025/- & Rs. 175,487/- in July 2024 and November 2024, respectively. The Complainant approached LESCO but the grievances of Complainant were not redressed. Subsequently, the Complainant approached NEPRA seeking resolution of the matter. Accordingly, the matter was taken up with LESCO whereby LESCO vide letter dated January 22, 2025 Submitted that two detection bills of 3165 and 2363 units were charged against the Complainant's connection as the Complainant was found involved in direct theft of electricity on two separate counts during the months of July, 2024 and November, 2024 .

3. In order to probe further into the matter, a hearing was held on February 20, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both parties (i.e., LESCO official and the Complainant) wherein the matter was discussed in detail.

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

- i. The Complainant's residential connection installed against reference no. 15-11741-2142301 was charged detection bills of 3165 units and 2363 units on account of direct theft of electricity during July, 2024 and November, 2024 respectively. The Complainant was of the view that the detection bills have been charged by LESCO with mala fide intent in the absence of evidence.



- ii. Perusal of the documentary evidence reveals that the Complainant was charged 1st detection bill of 3165 units during July, 2024 for the period of three months i.e. April, 2024 to June, 2024 based on the connected load (i.e. 8 kW). Furthermore, another detection bill of 2363 units was also charged to the Complainant during November, 2024 for the period of three months i.e. August, 2024 to October, 2024 based on connected load (i.e. 6 kW). The analysis of both the detection bills divulge that the same have been charged in clear violation of clause 9.1.3 (b) of Consumer Service Manual (CSM) as per which the detection bills can be charged to consumer involved in direct electricity theft in an order of priority i.e. previous consumption history etc.
- iii. During the hearing, the Complainant acceded to the direct supply of electricity, however, contended that the supply was also restored by LESCO officials only due to meter defectiveness i.e. burnt which, later, led to charging of detection bills upon checking of the premises by LESCO checking teams. Clause 9.1.2 of the Consumer Service Manual (CSM) envisages that the removed material shall be preserved as a proof of theft i.e., case property and the same shall be produced before the court during the trial which has not been presented by LESCO in the instant matter. It is matter of fact that the Complainant was also charged with average bills by LESCO from July, 2024 to December, 2024 and the meter was also not replaced by LESCO in violation of clause 4.3.1 of the CSM, raising suspicion over acts carried out by LESCO officials.
- iv. Scrutiny of Consumption history clearly reveals that the Complainant maintained a healthy electricity consumption during first detection period and does not reflect any considerable dip during the disputed period. Moreover, the Complainant was already charged average bills during 2nd detection period which raises to the level of compound charging which is also not warranted. Thus, detection bills charged to the Complainant are devoid of any solid grounds as revenue loss claimed through the same remains unproven by mere perusal of consumption history and also fails to prove eligibility of the Complainant to be charged with the detection bills in the absence of any concrete evidence.
- v. Hence, frivolous detection bills charged to the Complainant due to non replacement of the defective meter for extraordinary time period and restoration of direct supply by the concerned LESCO officials on its own, are not merited and required to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw both the detection bills charged to the Complainant during July, 2024 and November, 2024. Compliance report be submitted to this office within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ جولائی اور نومبر 2024 میں بجلی چوری (Direct Supply) کی مد میں چارج کیے گئے متذکرہ بالا دونوں ڈیٹیکشن بلز ختم کرے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ جمع کرائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, March 13, 2025

