

**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

**Provisional Office**

1<sup>st</sup> Floor Link Arcade, 54B, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.

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**Consumer Affairs  
Department**

POL.05/6048-2024  
December, 16, 2024

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

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ZUBAIR BHATTI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF # 09-11812-1626200 R).**

**Complaint No. LESCO-LHR-44195-09-24**

Please find enclosed herewith the decision of Complaints Resolution Committee (CRC), dated December 16, 2024 regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above

  
**(Ubaid Khan)**  
Assistant Director (CAD)

**Copy to:**

1. C.E/Customer Service 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 Nankana LESCO,  
132 k.V Grid Station Nankana Sahib, Sheikhpura
4. XEN Nankana LESCO  
Hospital Road, Nankana Sahib, Sheikhpura
5. Mr. Muhammad Zubair Bhatti  
Chak No. 559 G.B. Bhatiiyan, Tehsil Jaranwala,  
District Faisalabad.  
Cell # 0300-8182774.





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

**Complaint No. LESCO-LHR-44195-09-24**

Mr. Muhammad Zubair Bhatti  
Chak No. 559 G.B. Bhattiyan, Tehsil Jaranwala,  
District Faisalabad.

..... Complainant

**VERSUS**

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

..... Respondent

Date of Hearing:                      October 17, 2024  
   December 09, 2024

On behalf of  
Complainant:                      Mr. Muhammad Zubair Bhatti

Respondent:                      1) Mr. Ahmed Hassan Revenue Officer (RO), LESCO  
   2) Mr. Hafiz Sikandar SDO (Operation), LESCO

Subject: **COMPLAINT FILED BY MR. MUHAMMAD ZUBAIR BHATTI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 09-11812-1626200 R).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Zubair Bhatti (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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. Muhammad Zubair Bhatti dated September 22, 2024 wherein the Complainant submitted that a detection bill amounting to Rs. 262,973/- was charged during the month of September, 2024 by LESCO based on direct electricity theft with mala fide and requested for withdrawal of detection bill. The matter was taken up with LESCO and hearings were held on October 17 and December 09, 2024 at NEPRA Provisional Office, Lahore in attendance of both the parties while matter remained inconclusive due to the conflicting arguments.

3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (09-11812-1626200) located at Chak No. 559 G.B, Tehsil Jaranwala, District Faisalabad was charged a detection bill of (3474) units amounting to Rs. 263,096/- during September, 2024 on account of the direct theft of electricity through main PVC cable while an FIR based on theft was also registered against the Complainant. The dispute raised by the Complainant was that the detection bill has been charged by LESCO in the absence of any evidence.



ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of three months i.e. June, 2024 to August, 2024 on the basis of load (Lighting along with separate ACs) while same is inconsistent with the clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which LESCO is restricted to charge detection bill in an order of priority i.e. previous consumption history etc. as envisaged in same clause. Moreover, clause 9.1.4 of the CSM further obligates LESCO to submit any evidence of theft, photos and/or videos against which clear void is present in the instant matter as 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:

Sr. No.	Month/Year	2022	2023	2024
1	January	37	60	96
2	February	46	83	106
3	March	58	111	160
4	April	122	122	174
5	May	129	129	178
6	June	114	163	197
7	July	126	179	153
8	August	194	95	183
9	September	109	114	-
10	October	82	178	-
11	November	67	114	-
12	December	60	115	-

As above, the Complainant maintained a healthy electricity consumption during the detection period which does commensurate with the level of consumption recorded during previous years when analyzed on corresponding months & on average basis. Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. Hence, the detection bill charged to the Complainant is devoid of any solid grounds as revenue loss claimed through the same remains unproven by mere perusal of the consumption history and also fails to prove eligibility of the Complainant to be charged with the detection bill.

iv. Hence, the arguments advanced & evidence submitted by LESCO in support of the detection bill can be adjudged as invalid in accordance with the relevant clauses of CSM while also being inconclusive after due consideration of healthy consumption during the detection period and the absence of photo/video graphic evidence which requires the withdrawal of detection bill.

4. Forgoing in view, LESCO is directed to withdraw detection bill of 3474 units charged during September, 2024 and restore the Complainant's electricity connection without any RCO fee. Compliance report be submitted within (10) days.

5. درجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ وہ ڈیٹیکشن بل واپس لے اور بغیر کسی RCO فیس کے شکایت کنندہ کا بجلی کنکشن بحال کریں۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)

Member, Complaints Resolution  
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member, Complaints Resolution Committee  
/Additional Director (CAD)

Lahore, December 16, 2024

