



**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.05/177th-2025
March 17, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BABAR ARIF UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILLING (REF# 08 11535 0200001)**
Case No. LESCO-LHR-47654-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 17, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's 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 5th Circle LESCO, 425-EE,
DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO, 132kv Grid Station,
New Kot Lakhpat, Near PEL Factory, Lahore.
5. Mr. Babar Arif
R/O H No 7, ST No. 1, Mohallah Saleem Town,
Kahna nau Ferozepur Road Lahore
Cell# 0320-7738780


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-47654-12-24

Mr. Babar Arif

House No. 07, Street No. 01, Mohallah Saleem Town
Kahna Nau, Ferozepur Road, District Lahore.
Cell # 0320-7738780

Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

Respondent

Date of Hearing: February 11, 2025

On behalf of:

Complainant: Mr. Babar Arif

Respondent: Mr. Mohsin Islam, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BABAR ARIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF # 08-11535-0200001)

DECISION

This decision shall dispose of the complaint filed by Mr. Babar Arif (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 from the Complainant wherein it was submitted that an unjustified detection bill was charged against reference number i.e. (08-11535-0200001) by LESCO. The Complainant approached LESCO, however, the grievance of Complainant was not redressed. Consequently, upon approaching NEPRA, the matter was taken up with LESCO for submission of the complete report. In response, LESCO vide a letter dated January 13, 2025 submitted that the detection bill of 2189 units was charged to the Complainant on account of the direct theft of electricity from the main PVC cable.

3. In order to probe further into the matter, a hearing was held on February 11, 2025 at NEPRA Provincial Office, Lahore which was attended by both parties (i.e. LESCO official and the Complainant) wherein the matter was discussed at length.

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

- i. The Complainant's residential connection installed against reference number (08-11535-0200001) was charged detection bill of 2189 units during month of August, 2024 based on connected load i.e. (6.4) kW against alleged direct theft of electricity by the Complainant. The Complainant was of view that the same has been charged with mala fide intent without any evidence and further denied involvement in the claimed theft.



- ii. Perusal of documentary evidence reveals that the aforementioned detection bill of 2189 units was charged to the Complainant for period of three months i.e. April to June, 2024, inconsistent with clause 9.1.3 (b) of Consumer Service Manual (CSM) as per which detection bill can be charged to consumer involved in direct electricity theft in an order of priority i.e. previous consumption history etc. Moreover, LESCO official failed to provide any concrete video/photographic evidence establishing the alleged theft in noncompliance of clause 9.1.4 of the CSM.
- ii. Scrutiny of Consumption history clearly reveals that the Complainant maintained a healthy electricity consumption during the detection period which does not reflect any considerable dip during disputed period in comparison with the corresponding months of the previous year and on average basis. 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.
- iii. Hence, the frivolous & exorbitant detection bill charged to the Complainant in the absence of any pertinent/solid evidence and inconsiderate of healthy consumption during the detection period, is devoid of merits and required to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw detection bill of 2189 units, charged to the Complainant in August, 2024 and submit compliance report 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 اگست 2024 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا متذکرہ بالا 2,189 یونٹس کا ڈیٹیکشن بل ختم کرے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر پڑھ جمع کرائے۔

(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, March 17, 2025

