



**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.05/1881 -2025
March 21, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 12 11262 1054600 U)
Case No. LESCO-LHR-49262-01-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 21, 2025 regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Rana Rizwan Sibghat Ullah,
Manager/Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA CAD),
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. Zahid Hussain,
R/O Nasirabad Raiwind Road, Lahore.
Cell# 0321-4351137, 0333-4805086





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

Complaint No. LESCO-LHR-49262-01-25

Mr. Zahid Hussain

R/O Nasirabad, Raiwind Road, Lahore.
Cell# 0321-4351137, 0333-4805086

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: January 28, 2025

On behalf of:

Complainant: Mr. Zahid Hussain

Respondent: Mr. M. Hassan Raza, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 12-11262-1054600 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Zahid Hussain (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 of the matter is that the Complainant, in his complaint, disputed the charging of exorbitant detection bill without any proof/evidence. Upon approaching LESCO, the grievances remained unaddressed and consequent to above, matter was escalated to NEPRA, seeking review of detection bill. Accordingly, the issue was taken up with LESCO for submission of detailed para-wise comments/report. However, LESCO failed to provide the required report within the stipulated timeframe.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit report despite lapse of a considerable time period. In order to probe further into the matter, a hearing was held on January 28, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both parties wherein the matter was discussed in detail. During hearing, LESCO official apprised that the detection bills was charged against the Complainant's connection as the Complainant was found involved in direct theft of electricity.

4. 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 industrial connection installed against reference number i.e. 12-11262-1054600 was charged two Nos. of detection bills of 971 & 2379 units during November, 2024 and January, 2024 respectively. However, the Complainant was of the discorded view that detection bills have been charged by LESCO with mala fide intent in due absence of any evidence.
- i. Perusal of the documentary evidence reveals that detection bill of 971 units was charged for period of three months i.e. December, 2023 to February, 2024 while the 2nd detection bill of 2379 units for period of six months i.e. June, 2024 to November, 2024, both based on connected load, while same is inconsistent with clause 9.1.3 of

Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer i.e. the Complainant as per which detection bill can be charged in an order of priority i.e. previous consumption history etc. which has not been followed by LESCO in the instant matter.

- ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed which is as follows:

Month/Year	2023	2024	2025
January	60	67	85+2379 D-Bill
February	45	68	95
March	160	178	
April	299	388	
May	333	426	
June	449	469	
July	414	256	
August	331	237	
September	221	215	
October	222	177	
November	173	193+971 D-Bill	
December	87	102	

As above, the Complainant maintained a healthy consumption pattern during the detection period consistent with the corresponding months of previous year and on average basis which does not reflect consumption dip during the detection period rendering the charged detecting bill unjustified. Moreover, the detection bills charged during November, 2024 ascertained on basis of consumption recorded during the period i.e. December, 2023 to February, 2024, having extraordinary delay raises the suspicion over the acts carried out by LESCO officials in the instant matter.

- iii. Clause 9.1.2 of the 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 instant matter. Moreover, LESCO officials failed to provide any concrete video/pictorial evidence establishing the alleged theft in noncompliance of clause 9.1.4 of the CSM. Hence, both the frivolous detection bills charged on basis of connected load & without any evidence, are devoid of any merits and required to be withdrawn.

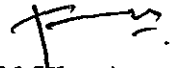
5. Foregoing in view, LESCO is directed to withdraw both aforementioned detection bills charged to the Complainant in November, 2024 & January, 2025 and submit compliance report to this office within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ نومبر 2024 اور جنوری 2025 میں بجلی جوری (Direct Supply) کی مد میں چارج کیے گئے دونوں ڈیشکشن 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 21, 2025

