



**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.05/1882-2025
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. ASIF ATTA UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#02 11355 0168223 U)**
Case No. LESCO-LHR-49863-01-25

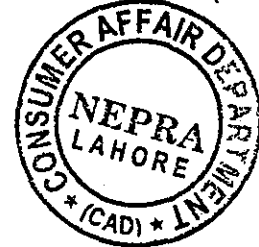
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 21, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Baghbanpura Division, LESCO
Shalamar Complex, Shalamar Town, Lahore.
5. Mr. Asif Atta
R/O Street No. 10, Asif Colony Baghbanpura, Lahore
Cell#0333-4507810


(Aisha Kalsoom)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-49863-01-25

Mr. Asif Atta

R/o Street No. 10, Asif Colony, Baghbanpura, Lahore.
Cell # 0333-4507810

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: February 11, 2025
February 18, 2025

On behalf of:

Complainant: Mr. Asif Atta

Respondent: Mr. Attaullah Khattak, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIF ATTA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 02-11355-0168223)**
Case No. LESCO-LHR-49863-01-25

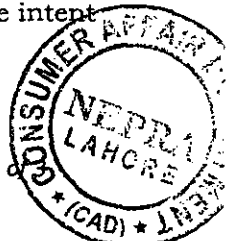
DECISION

This decision shall dispose of the complaint filed by Mr. Asif Atta (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 mala fide detection bill against its electricity connection having reference number i.e. 02-11355-0168223. The Complainant approached LESCO but the grievances of Complainant were not redressed. Consequently, resolution of the matter was sought from NEPRA through the instant complaint. Accordingly, the matter was taken up with LESCO for submission of para wise comments/report, however, LESCO failed to submit the required report within stipulated time period. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both parties wherein the matter was discussed at length. During the hearing, LESCO official apprised that the detection bill was charged against the Complainant's connection as the Complainant was found involved in the direct theft of electricity while an FIR based on theft was also lodged against the Complainant.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties, arguments advanced during hearings and applicable law. The following has been concluded.

- i. The Complainant's residential connection installed against reference no. 02-11355-0168223 was charged detection bill of 2960 units during the month of November, 2024 on account of direct theft of electricity while the request for FIR against the Complainant was also submitted by LESCO. However, the Complainant was of the discorded view that detection bill has been charged by LESCO with mala fide intent inconsiderate of the minimal consumption at the vacant premises.



ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of six months i.e. April to September, 2024 based on connected load i.e. 4 kW 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.

iii. The analysis of Complainant's billing history reflects lower electricity consumption, consistently, prior and following the detection period i.e. April to September, 2024 rendering mere consumption pattern invalid regarding claimed theft of electricity as presumed by LESCO. However, considering contention of the Complainant that his premises remained vacant during the disputed period, resulting in lower electricity consumption and further corroborated by relevant period of lower gas consumption also at the same premises, raises suspicion over the charging of such exorbitant detection bill by LESCO.

ii. Moreover, clause 9.1.2 of CSM envisages that removed material shall be preserved as proof of theft i.e. case property and the same shall be produced before the court during 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, the frivolous detection bill inconsiderate of lower, however, actual consumption pattern while lacking evidence of direct theft, is devoid of merits and required to be withdrawn.

4. Foregoing in view, LESCO is directed to withdraw the disputed detection bill of 2960 units, charged to the Complainant in November, 2024 and submit compliance report to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ نومبر 2024 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا مذکورہ بالا 2960 یونٹس کا ڈیٹیکشن بل 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

