



**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.05/23<sup>59</sup>-2025  
April 21, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. SABA UMAR  
W/O UMAR FAROOQ UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 05 11155  
0703705 U)**  
**Case No. LESCO-LHR-45412-10-24**

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

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

**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 1st Circle LESCO,  
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Badami Bagh Division, LESCO  
26-Chowk Nakhunda, Misri Shah, Near Butt Sweets, Lahore.
5. Mrs. Saba Umar W/O Umar Farooq  
R/O 196, Umar Din Road, Wasanpura, Lahore  
Cell# 0336-4501092





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

**Complaint No. LESCO-LHR-45412-10-24**

**Mst. Saba Umar**

R/o 196, Umar Din Road, Wasanpura, Lahore  
Cell # 0336-4501092

..... **Complainant**

**Versus**

**Lahore Electric Supply Company (LESCO)**

22-A, Queens Road, Lahore.

..... **Respondent**

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

**On behalf of:**

**Complainant:** Mst. Saba Umar

**Respondent:** Mr. Mazhar Javed, SDO, LESCO  
Mr. Islam, Revenue Officer, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SABA UMAR  
W/O UMAR FAROOQ UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 05-  
11155-0703705)**

**DECISION**

This decision shall dispose of the complaint filed by Mst. Saba Umar (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 illegal detection bill amounting Rs. 377,948/- during month of September, 2024 with the mala fide intent. 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 a complete report. In response, LESCO apprised that the Complainant's meter was checked by M&T, LESCO on August 30, 2024 and the Complainant was found involved in electricity theft i.e. shunt installed in meter's terminal block. Consequently, a detection bill of (5128) units was charged to the Complainant during September, 2024 based on the connected load.

3. In order to probe further into the matter, a hearing was held on February 18, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed at length. 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 residential connection installed against reference number i.e. 05-11155-703705 was charged a detection bill of 5128 units during September, 2024 on account of electricity theft through a shunt provided in the meter. The Complainant firmly pleaded innocence while disputing shunt or tampering in the meter as alleged by LESCO.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill based on connected load i.e. 3.12 kW period of six months i.e. March to August, 2024 along with one AC load for a five months period while the

same is inconsistent with clause 9.2.3 (b) of Consumer Service Manual (CSM) for charging detection bill against consumer involved in the illegal abstraction i.e. meter tempering. As per which LESCO is restricted to charge the detection bill for maximum period of three months in an order of priority i.e. the previous consumption history etc. as envisaged in the same clause which has not been followed by LESCO in instant charging of detection bill.

- iii. Scrutiny of consumption history reflects that the Complainant failed to maintain healthy consumption during detection period in comparison with corresponding months of preceding years, corroborating illegal abstraction, thus, implicating the Complainant in theft of electricity. However, considering the contentions of Complainant regarding exorbitant volume of detection bill & time period and in accordance with relevant clauses of CSM, it is of considered approach to revise the detection bill.
- iv. Hence, after careful perusal of available evidence & the consumption pattern, it can be concluded that the detection bill was calculated for an extended period of six months in a clear violation of clause 9.2.3 (c) of CSM which then constitutes revision of detection bill to period of (3) month i.e. June to August, 2024 instead of six months.

4. Foregoing in view, LESCO is directed to revise aforementioned detection bill charged to the Complainant during September, 2024, from (6) months to (3) month period. Compliance report be submitted within fifteen (15) days.

5. مندرجہ بالا حقائق کو مدنظر رکھتے ہوئے، لیسکو کو ہدایت کی جاتی ہے کہ وہ ستمبر 2024 میں شکایت کنندہ کو جاری کردہ مذکورہ ڈیٹیکشن بل پر نظرثانی کرے، اور بلنگ کی مدت کو لائٹ لوڈ کے لیے چھ (6) ماہ سے کم کر کے تین (3) ماہ، اور اے سی لوڈ کے لیے پانچ (5) ماہ سے کم کر کے تین (3) ماہ کر دے، جیسا کہ کنزیومر سروس مینوئل (CSM) کے کلاز 9.3.2 (c)(i) میں درج ہے۔ تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔

(Aisha Kalsoom)  
Member Consumer Complaints  
Committee/Assistant Director (CAD)

(Ubaid Khan)  
Member Consumer Complaints  
Committee/Assistant Director (CAD)

Lahore, April 21, 2025

