



**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.05/2020-2025
March 25, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KHALIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#07 11131 0791047 U) Case No. LESCO-LHR-43685-09-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 25, 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. 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),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore
4. XEN Ravi Road Division, LESCO
137-Block No.03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Muhammad Khalil S/O Muhammad Muhammad Shakil
R/O Hamid Street, House No. 06, Gali No. 10,
Mohallah Barkat Town, Shahdara Lahore
Cell#0308-4648003, 0311-4501924





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

Complaint No. LESCO-LHR-43685-09-24

Mr. Muhammad Khalil

R/o Hamid Street, House No. 06, Gali No. 10,
Mohallah Barkat Town, Shahdara Lahore.
Cell # 0308-4648003, 0311-4501924

Complainant

Versus

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

Respondent

Date of Hearing: January 28, 2025
March 18, 2025

On behalf of: Ms. Hina
Complainant:

Respondent: Mr. Hamza Ch. SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KHALIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 07-11131-0791047 U) Case No. LESCO-LHR-43685-09-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Khalil (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 disputing the charging of unjustified detection bill of Rs. 302,262/- following the declaration of meter defectiveness by LESCO. The Complainant also admitted that he had inadvertently used direct supply while trying to connect his electricity cable to another meter installed at the same premises. The Complainant initially approached LESCO for resolution, but his grievance remained unaddressed. Consequently, he escalated the matter to NEPRA, seeking correction of his bill and redressal of his concerns. Accordingly, the matter was taken up with LESCO for submission of detailed para-wise comments/report. In response, LESCO vide letter dated November 15, 2024 submitted that the Complainant was found to be involved in using direct supply and consequently, a detection bill of 3808 units was charged to recover the loss sustained by LESCO. The same report was forwarded to the Complainant, however, the Complainant challenged LESCO's report by submitting a rejoinder.

3. In order to probe further into the matter, a hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both parties wherein the matter was deliberated. During the hearing, LESCO official was directed to ascertain the Complainant's connected load in its presence and submit load assessment report. Later, LESCO submitted a latest load assessment report reflecting connected load to the tune of 02 kW.


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



- i. The Complainant's residential connection installed against reference No. (07-11131-0791047) was charged a detection bill of 3808 units during August, 2024 by LESCO on account of the 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 for extra ordinary time period and requested for revision of bill commensurate with the actual period of theft.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged detection bill for period of 6 months i.e. February to July, 2024 based on connected load i.e. (3.37 kW +1 AC) 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. However, the Complainant acceded to the alleged theft of electricity which requires none further analysis on validity of commission of theft by the Complainant.
- iii. The Complainant's billing history reflects a predominantly healthy consumption pattern in comparison with corresponding months of previous year with occasional dips, corroborating the theft of electricity, however, not for period of the 6 months, rendering excessive detection bill invalid. Hence, the detection bill charged to the Complainant during August, 2024 was excessively high, as the same was calculated over an extended period of six months based on inflated load contrasting the actual connected load and inconsiderate of consumption pattern which does not justify the volume of detection bill as levied by LESCO. Accordingly, above narrated arguments essentially require revision of detection bill on basis of connected load i.e. (2) kW and only for the period of three-months to meet the ranks of justice along with the facility of monthly installments as and when requested by the Complainant.

5. Foregoing in view, LESCO is directed to revise detection bill of 3808 units, charged to the Complainant during August 2024 from 6 to 3 months based on the actual connected load (i.e. 2 kW). Moreover, facility of 3 monthly installments of any outstanding amount be offered to the Complainant upon its explicit request. A compliance report be submitted to this office within fifteen (15) days.

6. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ اگست 2024 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا متذکرہ بالا 3808 یونٹس کا ممتاز عذبتیکشن بل درست کر کے تین ماہ کے عرصہ کے لیے حقیقی موجودہ لوڈ (2 kW) پر چارج کیا جائے۔ مزید برآں، شکایت کنندہ سے تصحیح شدہ بل کی رقم تین مساوی ماہانہ اقساط میں وصول کی جائے۔ 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 25, 2025

