



**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.05/2021 -2025
March 27, 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 RAFIQ
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF# 02 11738 1127602 U)
Case No. LESCO-LHR-47648-12-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 27, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)



1. C.E/Customer Services Director
LESCO, 22-A, Queens 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 Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Chunian, LESCO
WAPDA Colony Changa Manga Lahore, Chunian.
5. Mr. Muhammad Rafiq S/O Muhammad Iqbal
R/O Mohallah Afzal Town, Chunian, Kasur
Cell# 0300-5478033



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-47648-12-24

Mr. Muhammad Rafique

R/o Mohallah Afzal Town, Chunian, District Kasur
Cell # 0300-5478033

Complainant

Versus

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

Respondent

Date of Hearing: January 14, 2025

On behalf of:

Complainant: Mr. Muhammad Rafique

Respondent: Mr. Adeem Ur Rehman, Assistant Manager (CS), LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RAFIQ
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DETECTION BILL (REF# 02-11738-1127602 U)
Case No. LESCO-LHR-47648-12-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Rafique (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 it was submitted that the Complainant was charged with detection bill amounting to Rs. 56,037/- Upon approaching LESCO, its grievance remained unaddressed and consequent to such, the matter was escalated to NEPRA, seeking redressal of its concerns. Accordingly, the matter was taken up with LESCO for submission of report, however, LESCO failed to submit report despite the lapse of considerable time period.

3. In order to probe further into the matter, a hearing was held on January 14, 2025 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties wherein the matter was discussed in detail. During hearing, LESCO official apprised that the Complainant's premises was checked by the concerned SDO with his team on March 11, 2024 and the Complainant was found in the direct electricity theft from main cable. Consequently, a detection bill-1068 units was charged against the Complainant for three months period based on connected load to recover the loss sustained by LESCO. The Complainant denied alleged involvement in theft and reiterated his previous version.

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. 02-11738-1127602 was charged a detection bill of 1068 units during March, 2024 based on the connected load against the alleged direct theft of electricity by the Complainant. The Complainant was of view that the detection bill has been charged by LESCO with the mala fide intent irrespective of any evidence.

- ii. Perusal of documentary evidence reveals that the aforementioned detection bill of 1068 units was charged to the Complainant for period of 3 months i.e. December 2023 to February 2024, inconsistent with the 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 a concrete video/photographic evidence establishing the alleged theft in noncompliance of clause 9.1.4 of the CSM.
- iii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed as under:

Month/Year	2022	2023	2024
January	81	53	21
February	86	58	28
March	79	91	20+1068 (D-Bill)
April	258	127	68
May	304	248	101
June	326	219	142
July	253	201	179
August	287	284	196
September	312	273	173
October	267	141	197
November	188	71	141
December	86	21	62

Scrutiny of Consumption history clearly reveals that the Complainant maintained 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.

- iv. Hence, frivolous detection bill charged to the Complainant, inconsiderate of healthy consumption history and absence of any evidence, is devoid of any merits and required to be withdrawn.

5. Foregoing in view, LESCO is directed to withdraw the aforementioned detection bill of 1,068 units, charged to the Complainant in March, 2024 and submit the compliance report to this office within fifteen (15) days.

6. مندرجہ بالا حقائق اور فریقین کی جانب سے جمع کروائے گئے دستاویزی ثبوتوں کے پیش نظر لیسکو شکایت کنندہ کے بجلی چوری میں ملوث ہونے کو ثابت کرنے میں ناکام رہا ہے، لہذا لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو براہ راست بجلی چوری (Direct Supply) کی مدد میں مارچ 2024 میں چارج کیا گیا 1068 یونٹس کا ڈسٹیکشن بل ختم کرے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہندہ جمع کرائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, March 27, 2025

