



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department


TCD.05/ 2351 -2023
June 13, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. CH. IJAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL AND REGARDING DETECTION BILL (REF# 44 11642 0001801 U) Case No. LESCO-LHR-12309-04-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 13, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Mr. Tahir Mehmood Nadeem,
Manager/ Incharge Complaint Cell, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. XEN Muridke, LESCO
Banglow Puli Stop, Bungla Road, Sheikhpura.
5. Mr. Ch. Ijaz Ahmed S/o Ch. Zafar Hussain,
R/O Behind Chatha CNG, Manoo Abad,
Muridkey, District Sheikhpura.
Cell# 0301-8491038



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-12309-04-22

Ch. Ijaz Ahmed S/o Ch. Zafar Hussain
R/O Behind Chatha CNG, Manoo Abad, Muridkey,
District Sheikhpura.
Cell# 0301-8491038

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: February 16, 2023

On behalf of:

Complainant: Ch. Ijaz Ahmed S/o Ch. Zafar Hussain

Respondent: Mr. Muzammal, XEN
Mr. Abdul Jabbar, RO

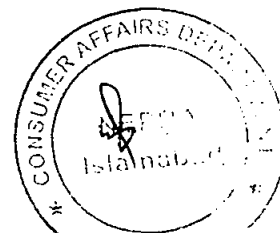
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY CH. IJAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL AND REGARDING DETECTION BILL (REF# 44 11642 0001801 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Ch. Ijaz Ahmed S/o Ch. Zafar 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. The instant complaint was referred by the Wafaqi Mohtasib (Ombudsman)'s Secretariat, Lahore for adjudication by NEPRA. The Complainant in his complaint apprised that LESCO charged arrears in the bill in the month of March 2022 amounting to Rs. 772,781/- in lieu of bill adjustment. The Complainant approached LESCO office many times but LESCO failed to redress his grievance. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the consumer was charged detection bill of 35439 units for the period of twelve (12) months w.e.f. 10/2020 to 09/2021 on the basis of direct supply as pointed out by M&T Sheikhpura along with staff of City Sub-division Sheikhpura during routine checking on October 18, 2022.



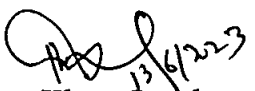
In order to probe further into the matter, hearing was held on February 16, 2023 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments. During the hearing LESCO was directed for checking of the connected load. Subsequently, LESCO intimated the connected load as 2.818 kW. The representative of the Complainant did not deny the allegations levelled by LESCO regarding theft of electricity. However, both the parties agreed for revision of detection bill on the basis of connected load

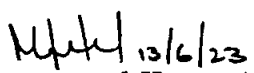
5. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:


- (i) The Complainant is a domestic consumer of LESCO. The connection is installed under reference No. 44 11642 0001801U. The Complainant was charged detection bill of 35938 units on connected load (10.239 kW + 6 No. of ACs) during the month of October, 2021 for the period of twelve (12) months w.e.f. 10/2020 to 09/2021 on account of usage of direct supply. Sanctioned load of the Complainant is 5 kW whereas connected load as reported by LESCO is 2.818 kW with no AC unit. During the hearing the Complainant did not deny the allegations levelled by LESCO regarding theft of electricity.
- (ii) Clause 9.1.3 of Consumer Service Manual (CSM) provides that DISCO shall be authorized to recover its loss by raising a detection bill provided that the maximum period of charging in such cases shall be restricted to twelve months for unregistered consumers and up to six months for registered consumers. Furthermore, Clause-9.1.3 (b) provides that detection bill in case of load is charged either on connected load or sanctioned load in kW whichever is higher. The sanctioned load of the Complainant is 5 kW whereas connected load as checked by LESCO is 2.818 kW, however, LESCO charged bill on 10.239 kW load. As the Complainant did not deny the allegations levelled by LESCO, therefore, LESCO is justified to recover loss of energy. However, quantum of detection bill is on higher side as the same has not only been charged for twelve (12) months instead of six (06) months in violation of provisions of Consumer Service Manual (CSM) but also on higher load i.e. six (06) No. AC units (whereas no AC unit is installed).

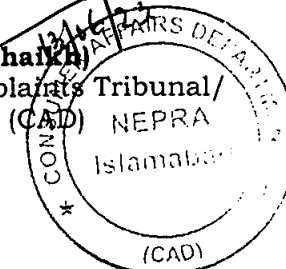
6. Foregoing in view, LESCO is directed to revise the detection bill charged to the Complainant from twelve (12) months to six (6) months on the basis of sanction load i.e. 5 kW in accordance with Clause-9.1.3 (b) of Consumer Service Manual (CSM).

7. Compliance report be submitted within fifteen (15) days.


(Lashkar Khan Qambrani)
Member, Consumer Complaints Tribunal/
Director (CAD)


(Moqees-ul-Hassan)
Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naveed Illahi Shaikh)
Convener, Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, June 13, 2023.