



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**

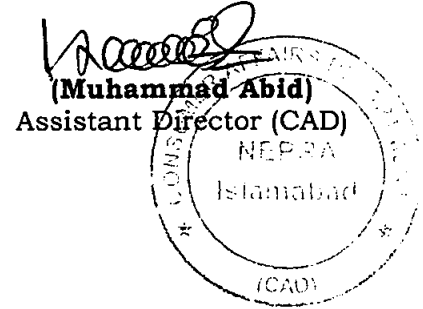
TCD.05/ 5815 -2023
December 18, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL REHMAN S/O SADAR DIN C/O RANA MUHAMMAD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (A/C# 04 11531 0349858).**
LESCO-NHQ-17769-11-22

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal, dated December 18, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above



Copy to:

1. Chief Engineer/ Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial), LESCO,
22-A, Queen's Road, Lahore.
3. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. Engr. Dr. Bilal Masood, (Incharge/Additional Director),
NEPRA Provincial Office, N-212, National Towers,
Opposite LDA Plaza, Egerton Road, Lahore.
5. Mr. Abdul Rehman S/o Sadar Din,
C/o Rana Muhammad Ali, President,
All Pakistan Berozgar Party, Mandi Kanganpur,
Tehsil Chunian, District Kasur. 0300-5193829



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

Complaint No. LESCO-NHQ-17769-11-27

Mr. Abdul Rehman S/o Sadar Din
C/o Rana Muhammad Ali, President,
All Pakistan Berozgar Party, Mandi Kanganpur,
Tehsil Chunian, District Kasur.
0300-5193829

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)
LESCO, 22-A, Queen's Road, Lahore

..... **Respondent**

Date of Hearing: February 02, 2023
February 21, 2023
July 18, 2023 &
October 06, 2023

On behalf of:

Complainant: Rana Muhammad Ali

Respondent: Nemo

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL REHMAN S/O SADAR DIN THROUGH RANA MUHAMMAD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (A/C# 04 11531 0349858)**

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Rehman (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. 1,71,189/- during the month of Oct 2022. The Complainant approached LESCO office but grievances of the Complainant were not redressed. 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 Complainant was found involved in direct supply of electricity from main line. Therefore, the Complainant was charged detection bills w.e.f. October, 2021 to December, 2021 for 3748-units and for the month of February, 2022 and March, 2022 for 1947 units on account of direct usage of electricity supply. LESCO has also registered FIR No 773/23 against the complainant in local police station.

4. In order to probe further into the matter, hearings were held at NEPRA Head Office, Islamabad on February 02, 2023, February 21, 2023, July 18, 2023 and October 06, 2023 which were attended by the Complainant only whereas the concerned XEN (Operation) failed to attend all the hearings despite verbal follow-up by this office.


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

- (i) The Complainant is a domestic consumer of LESCO and connection is installed under reference No. 04 11531 0349858. According to report submitted by LESCO, the premises was checked on January 08, 2022 and discrepancy of direct supply was observed, therefore, a detection bill of 3748 units on connected load (i.e. 11.096 kW) for the period October, 2021 to December, 2021 was charged to the Complainant. The same discrepancy was again observed during the month of January, 2022, therefore, another detection bill of 1947 units on connected load (i.e. 6.670 kW) for a period of two (2) months w.e.f. February, 2022 to March, 2022 was charged to the Complainant. It is also added that an FIR No.773/23 was also lodged against the Complainant in concerned police station.
- (ii) Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereto. However, LESCO failed to justify charging of detection bill on the basis of theft of electricity in accordance with the relevant provisions of CSM.
- (iii) Moreover, LESCO was provided ample opportunity to submit concrete evidence regarding justification of detection bills, however, LESCO official i.e. concerned XEN (Operation) neither provided supported documents nor attended the hearings held regarding the matter. Therefore, LESCO was directed vide this office letter dated July 31, 2023 that a strict disciplinary action be taken against the concerned XEN (Ops) in the form of suspension or any other actions as deemed appropriate under LESCO service rules for his casual attitude regarding non-participation in the scheduled hearings. A final opportunity of hearing was provided on October 06, 2023; however, the concerned XEN (Ops) again failed to attend the hearing to defend the case of LESCO.

6. As discussed above, LESCO was provided sufficient leverage/opportunities to justify the charged detection bills, however, neither concrete evidences were provided nor hearings were attended by the concerned XEN (Operation), therefore, this tribunal has no other option but to decide the case Ex-Parte in the light of National Electric Power Regulatory Authority (Complaint Handling and Dispute Resolution Procedure) Rule-2015. Foregoing in view, LESCO is directed to withdraw both the detection bills for 3748 & 1947 units charged to the Complainant and compliance report be submitted within fifteen (15) days.


(Lashkar Khar. Qambrani)

Member, Consumer Complaints Tribunal/
Director (CAD)


(Muhammad Irfan Ul Haq)

Member, Consumer Complaints Tribunal/
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, December 18, 2023.

