



# 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

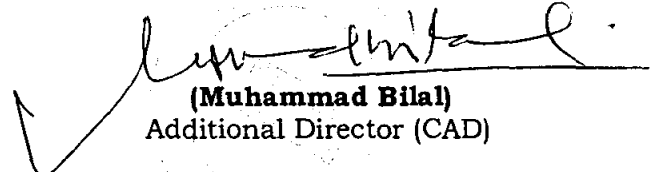
TCD.05/ 5466 -2023  
November 28, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD JAMEEL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45 11725 1551706 U)**  
**Case No. LESCO-LHR-18526-12-22**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated November 28, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Bilal)  
Additional Director (CAD)

Copy to:

- i. C.E/Customer Services Director,  
LESCO, 22-A, Queens Road, Lahore.
- ii. Engr. Dr. Bilal Masood,  
(Incharge/Additional Director),  
NEPRA Provincial Office, 1st Floor,  
Link Arcade, 54B, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.
- iii. Ms. Masooma Adil,  
Manager/ Incharge Complaint Cell,  
(Focal Person to NEPRA)  
LESCO, 22-A, Queens Road, Lahore.  
Email: dmcs1lesco@gmail.com
- iv. XEN Kasur Rural, Division LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
- v. Mr. Muhammad Jameel,  
R/O P.O Kasur Lakhoo Baryar,  
Tehsil and District, Kasur.  
Cell#0300-9493565

( Please follow-up with LESCO )



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

**Complaint No. LESCO-LHR-18526-12-22**

**Mr. Muhammad Jameel,**  
R/o P.O Kasur Lakhoo Baryar, Tehsil and District, Kasur.  
Cell#0300-9493565

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** February 23, 2023  
June 09, 2023

**On behalf of:**

**Complainant:** Mr. Muhammad Jameel

**Respondent:** Mr. Imdad Ali, XEN  
Mr. Adeel Ashraf, RO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD JAMEEL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 45 11725 1551706 U).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Jameel (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 Complainant in his complaint apprised that LESCO has charged detection bill amounting to Rs. 819,041/- in the month of November 2022 against the tubewell connection without any justification. The Complainant approached LESCO office many times but LESCO did not redress his grievance. Subsequently, the Complainant approached NEPRA for withdrawal of detection bill and redressal of his grievances.

3. The matter was taken up with LESCO, whereby LESCO reported that the Complainant was found using direct supply from LESCO's LT line at the time of checking on October 12, 2022. The Complainant was charged detection bill of 50370 units for the period of six (6) months w.e.f. March 2022 to August 2022 as per running load i.e. 23kW. An FIR was also registered on November 28, 2022 against the Complainant.

4. In order to arrive at an informed decision, hearings were held at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

5. 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 photographic evidence of direct supply provided by LESCO officials revealed that another consumer (whose residential meter was disconnected) was using direct supply from the LT line of LESCO. Whereas, the Complainant was regularly

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paying his electricity bills against the tubewell connection bearing reference No. 45-11725-1551706 and was not involved in theft of electricity by using direct supply.

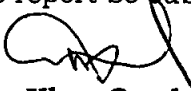
- (ii) According to Consumer Eligibility Criteria (2022), Distribution Company is responsible for safety of electricity supply till the metering point. In this case, prima facie another consumer was involved in direct supply from LESCO's LT line. Furthermore, LESCO officials failed to provide any evidence to establish that the Complainant was involved in usage of direct supply. The billing data of the Complainant provided by LESCO is as under:-


Months	Year-2020	Year-2021	Year-2022
January	764	6909	43
February	3575	2477	1923
March	1726	5998	0 (Disc)
April	2691	516	0 (Disc)
May	4666	6707	0 (Disc)
June	4955	6747	0
July	5332	9748	0
August	4783	4783	0
September	6123	1204	16330
October	4692	3991	2855
November	3910	3277	7336
December	3017	3598	3276
Yearly Average	3853/month	4663/month	3524/month


6. LESCO charged detection bill to the Complainant for 50370 units amounting to Rs. 668,074/- for the period of six (6) months i.e. March 2022 to August 2022. The above billing data shows that from March 2022 to May 2022; the connection was disconnected prima facie on the basis of non-payment of electricity bills. The supply was restored in the month of June 2022 and billing was started w.e.f. September 2022 and the consumption for June 2022 to August 2022 was charged in September 2022. The Complainant's billing history is also showing healthy consumption when the supply was reconnected. Keeping the billing data in view; the detection bill of 50370 units charged by LESCO to the Complainant is unjustified. However, LESCO provided record of the other consumer who has four connections installed at one premises with reference Nos. 12 11725 1026511, 12 11725 1023202, 45 11725 1551706 & 12 11725 1023700. The consumption history of the said reference numbers is suspicious and the photographs also revealed that the said consumer was involved in theft of electricity, therefore, LESCO may recover loss of energy if any from the actual stealer after following the due process of law.

7. Foregoing in view, LESCO is directed to withdraw the detection bill of 50370 units charged to the Complainant during the month of November, 2022 being unjustified. LESCO may charge detection bill to the actual stealer in accordance with relevant provisions of Consumer Service Manual (CSM) to recover loss of energy (if any) sustained to LESCO due to use of direct supply.

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

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

  
(Muhammad Irfan-ul-Haq)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor

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

Islamabad, November 28, 2023