



**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.05/2887-2024  
July 05, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM RASOOL  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING DETECTION BILL & AGAINST LESCO  
OFFICERS (REF# 01 11635 0070500 R)**  
**Case No. LESCO-LHR-33067-01-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 05, 2024 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. C.E./Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E Sheikhupura, LESCO  
Lahore-Sargodha Road, Near Regal Cinema, Sheikhupura.
4. XEN Farooqabad Division  
Near Grid Station, Farooqabad, Sheikhupura.
5. Mr. Ghulam Rasool S/O Ali Mahmood  
R/O Ratti Tibbi Chak No. 12, Tehsil Safdarabad,  
District Sheikhupura  
Cell#0345-2578065





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

**Complaint No. LESCO-LHR-33067-01-24**

**Mr. Ghulam Rasool,**  
R/O Ratti Tibbi Chak No. 12, Tehsil Safdarabad,  
District Sheikhupura  
Cell#0345-2578065

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** June 06, 2024

**On behalf of:** Mr. M. Irfan

**Complainant:**

**Respondent:** Mr. Asghar Sukhera, Additional Manager, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM RASOOL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL & AGAINST LESCO OFFICERS (REF# 01 11635 0070500 R)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Ghulam Rasool (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's connection was disconnected by LESCO officials, who claimed that the government no longer permits the use of old meters. Consequently, they fined the Complainant Rs. 20,000, which he paid. Later on, LESCO again charged him Rs. 21,000. The Complainant approached LESCO office but the 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 pawawise comments/report. In response, LESCO submitted a report which was shared with the Complainant. However, the Complainant did not agree with the report and submitted a rejoinder. In order to probe further into the matter a hearing was held on June 06, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties (i.e., LESCO and the Complainant).

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 is a domestic consumer of LESCO and has one connection installed in the name of Mr. Ghulam Rasool with reference number 01 11635 0070500 R under the A-1a(01) tariff. During the hearing, LESCO officials reported that the premises of the Complainant was checked by LESCO Surveillance team and found that the Complainant was involved in using direct supply. Subsequently, the Complainant was charged with a detection bill of 1031 units during the month of November 2023 for the period of six months w.e.f. March 2023 to August 2023 on the basis of connected load (i.e., 1.7 kW) to recover the loss sustained by LESCO. An FIR was also lodged against the Complainant.

- (ii) In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is given as follows,

Months	Year-2021	Year-2022	Year-2023	Year-2024
January	70	52	44	58
February	57	56	23	57
March	47	50	28	62
April	57	89	33	103
May	59	107	48	144
June	73	60	95	198
July	64	60	117	
August	93	93	137	
September	110	58	160	
October	91	36	179	
November	71	60	98	
December	75	51	76	
Average	72/month	64/month	86/month	103/month

The above data indicates that the Complainant's billing history is healthy, with no noticeable dips. The average consumption was 72 units per month in 2021, 64 units per month in 2022, 86 units per month in 2023, and 103 units per month in 2024. Moreover, the billing history of the Complainant remained same before and after the site checking which also disapproves LESCO's allegation towards the Complainant. Furthermore, LESCO officials failed to provide any concrete video or pictorial evidence of electricity theft against the Complainant. Therefore, the detection bill charged to the Complainant appears unjustified and should be withdrawn.

- (iii) Clause 9.1.2 of the Consumer Service Manual (CSM) envisages that the removed material shall be preserved as a proof of theft i.e., case property and the same shall be produced before the court during the trial which has not been presented by LESCO in instant matter. Moreover, LESCO officials failed to provide any concrete video and pictorial evidence establishing the alleged theft in noncompliance of clause 9.1.4 of the CSM. Therefore, the frivolous detection bill charged for the excessive period of six months, based solely on the inspection performed by the LESCO (operation) surveillance team, without any prior recorded theft incidence against the Complainant, is devoid of merit and should be withdrawn.

5۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ نومبر 2023 میں بجلی چوری (Direct supply) کی مد میں چارج کیا گیا 1031 پونش کا نوٹیفکیشن بل واپس لے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ جمع کرائے۔



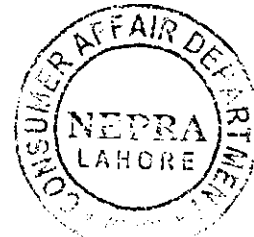
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)



Lahore, July 05, 2024