



**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.05/3294/2024  
August 07, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAROOQ  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING ARREARS IN THE BILL (REF#14 11461 0847800 R)**  
**Case No. LESCO-LHR-28560-01-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 07, 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 4<sup>th</sup> Circle LESCO,  
Dist, Complex Okara Lahore.
4. XEN Hujra Division, LESCO  
66kv Grid Station Hujra Shah Muqem, Okara.
5. Mr. Muhammad Farooq  
R/O Mandi Rajowal Tehsil Depalpur, District  
Okara  
Cell#0307-4947745





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

**Complaint No. LESCO-LHR-28560-01-24**

**Mr. Muhammad Farooq,**  
R/O Mandi Rajawal Tehsil Depalpur, District, Okara  
Cell#0307-4947745

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** June 27, 2024

**On behalf of:** Rana M. Tariq

**Complainant:**

**Respondent:** Mr. Shah Nawaz, SDO, LESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAROOQ  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING ARREARS IN THE BILL (REF#14 11461 0847800 R)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Farooq (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 illegal detection bill amounting to Rs. 62461/- during the month of July 2023. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO and a hearing was held on June 27, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

3. 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 at his premises in the name of Mr. Muhammad Ibrahim S/o Allah Din under reference number 14 11461 0847800 R under A-1(01) tariff. During the hearing, LESCO officials reported that the premises of the Complainant was checked on July 11, 2023 by LESCO (operation) team and found that direct supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 1368 units during the month of July, 2023 for the period of three months i.e. April 2023 to June 2023 on the basis of connected load i.e., (04 kW) to recover the loss sustained by LESCO.
- ii. Moreover, LESCO officials failed to provide any concrete video or pictorial evidence of electricity theft against the Complainant. Furthermore, the billing history of the Complainant seems healthy with no noticeable dips, which shows that the detection bill charged to the Complainant is on higher side and the same is required to be revised on the basis of billing history of the Complainant.

6. Relevant Clauses of NEPRA Consumer Service Manual (CSM) elaborate that if illegal abstraction of electricity is established;

9.2.3 "Issuance of Detection Bill"

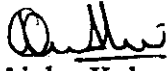
9.2.3 a "The detection bill along with a disconnection notice for payment within seven days will be served by the SDO/AM(0) to the consumer."

9.2.3 b "The detection bill will be assessed on the basis of any of the following methods in the order of priority:

9.2.3 (b) i "Previous consumption/Billing History"

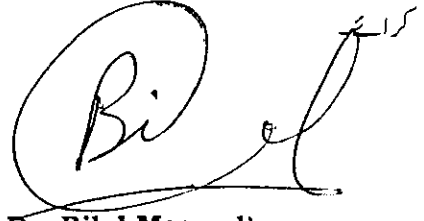
9.2.3 (b) ii "On the basis of future undisputed consumption if no previous credible consumption is available".

5- مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ جولائی 2023 میں بجلی چوری (DirectSupply) کی مد میں چارج کیا گیا 1368 یونٹس کا ڈیٹیکشن بل درست کر کے اس کی سابقہ صحت مند بلنگ ہسٹری (previous billing history) کے مطابق ڈالے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذہ جمع



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, August 07, 2024

