

**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.05/24-2024
August 13, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. PARVEEN BIBI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#01 11745 0028022 U)
Case No. LESCO-LHR-34494-02-24

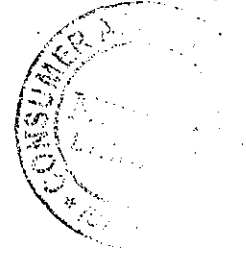
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 13, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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 Kasur Circle LESCO,
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Phool Nagar Division, LESCO
WAPDA Colony Phool Nagar.
5. Ms. Parveen Bibi,
R/O Mundayan Wala, Chak No. 19, Pattoki.
Cell# 0323-5307161





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

Complaint No. LESCO-LHR-34494-02-24

Ms. Parveen Bibi,
R/O Mundayan Wala, Chak No. 19, Pattoki.
Cell# 0323-5307161

..... Complainant

Versus

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

..... Respondent

Date of Hearing: March 21, 2024
July 18, 2024

On behalf of: Mr. Imtiaz Anwar
Complainant:

Respondent: Mr. M. Tayyab, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. PARVEEN BIBI
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AGAINST LESCO REGARDING DETECTION BILL (REF#01 11745 0028022 U)

DECISION

This decision shall dispose of the complaint filed by Ms. Parveen Bibi (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 and connections was disconnected. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO and two hearings were held on March 2021 and July 18, 2024 respectively at NEPRA Provincial Office, Lahore which were attended by representatives of 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 Ms. Parveen Bibi under reference number 01 11745 0028022 U. The connection was installed on June 20, 2023. During the hearing, LESCO officials reported that the premises of the Complainant was checked on September 12, 2023 by LESCO (operation) team and found that direct supply was being used by the Complainant through LT line of LESCO. Subsequently, the Complainant was charged with a detection bill of 1314 units in September 2023 for the period of three months w.e.f. June 2023 to August 2023 on the basis of connected load (i.e., 3 kW) to recover the loss sustained by LESCO.
- ii. 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. Hence, the frivolous detection bill charged for the excessive period of three months, based on checking performed by LESCO's operation team only during September 2023 inconsiderate of none prior theft incidence recorded against the Complainant, is devoid of any merits and required to be withdrawn.

5۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ:

(الف) شکایت کنندہ کو ماہ ستمبر 2023 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا 1314

یونٹس کا ڈسٹریکشن بل واپس لیا جائے۔

(ب) متنازعہ رقم حذف کر کے شکایت کنندہ کو موجودہ بل بنا کر دیا جائے۔

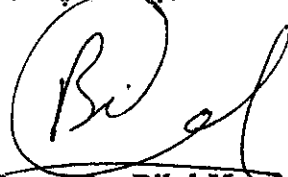
(ج) موجودہ بل ادا کرنے کے بعد شکایت کنندہ کا کنکشن فی الفور بحال کیا جائے۔

(د) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذہ جمع کرائے۔



(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, August 13, 2024

