



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.05/3671-2024
August 23, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SARWAR IQBAL
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF# 06 11134 0691000
U, 06 11134 0690900 U & 06 11134 0691001 U)
Case No. LESCO-LHR-32011-12-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated August 23, 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. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Rana Rizwan Sibghatullah, Incharge Central Complaint Cell,
Focal Person, NEPRA, LESCO, 22-A, Queens Road, Lahore.
3. S.E. 1st Circle LESCO,
132 kv Suggian Grid Station,
Abdul Qadir Jilani Road, Lahore.
4. XEN Ravi Road Division, LESCO
137-Block No.03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Sarwar Iqbal S/O Iqbal Hussain
R/O 1-2220 New Chet Ram, Shahi Mohallah, Lahore.
Cell#0321-4804488, 0302-4111157



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

Complaint No. LESCO-LHR-32011-12-23

Mr. Sarwar Iqbal,
R/O 1-2220 New Chet Ram, Shahi Mohallah, Lahore.
Cell#0321-4804488, 0302-4111157

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 18, 2024

On behalf of:

Complainant: Mr. Sarwar Iqbal

Respondent: Mr. Habib Ahmad, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SARWAR IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 06 11134 0691000 U, 06 11134 0690900 U & 06 11134 0691001 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Sarwar Iqbal (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 submitted that LESCO has charged him an illegal detection bill amounting to Rs. 349617/- during the month of November 2023. The complainant approached LESCO but his grievance was not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievance. Later on, the Complainant approached NEPRA office again and informed that LESCO has charged him detection bill against his two other reference numbers i.e., 06 11134 0690900 U & 06 11134 0691001 U.


3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the connections of the Complainant were checked on October 15, 2023 by LESCO (Operation) team and found that the Complainant was using direct supply from LT line of LESCO. Subsequently, the Complainant was charged with detection bills for three reference numbers i.e., 4439 units against reference no. 06 11134 0691000 based on connected load i.e., 2.82 kW + one AC, 5548 units against reference no. 06 11134 0690900 U based on connected load i.e., 2.92 kW + one AC & 5429 units against reference no. 06 11134 0691001, based on connected load i.e., 2.4 kW + one AC during the month of November 2023 for the period of 06 months w.e.f. May 2023 to October 2023 to recover the loss sustained by LESCO.

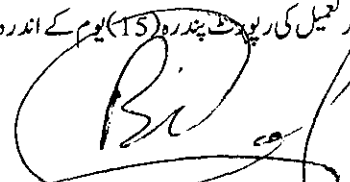
4. In order to probe further into the matter, a hearing was held on July 18, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

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 Complainant is a domestic consumer of LESCO and has three connections installed at his premises against reference numbers 06 11134 0691000 U, 06 11134 0690900 U & 06 11134 0691001 U under the A-1a(01) tariff. During the hearing, it was revealed that the connections of the Complainant were checked on October 15, 2023 by LESCO (Operation) team and found that the Complainant was using direct supply from LT line of LESCO. Subsequently, the Complainant was charged with detection bills for three reference numbers i.e., 4439 units against reference no. 06 11134 0691000 based on connected load i.e., 2.82 kW + one AC, 5548 units against reference no. 06 11134 0690900 U based on connected load i.e., 2.92 kW + one AC & 5429 units against reference no. 06 11134 0691001, based on connected load i.e., 2.4 kW + one AC during the month of November 2023 for the period of 06 months w.e.f. May 2023 to October 2023 to recover the loss sustained by LESCO. Meanwhile, LESCO officials also presented pictorial/video evidence of electricity theft against the Complainant.
- ii. During the hearing, LESCO officials submitted the latest load assessment report, which indicated the current load of the Complainant as 0.879 kW for reference number 06 11134 0691000 U, 1.31 kW + one AC for reference number 06 11134 0690900 U, and 1.40 kW for reference number 06 11134 0691001 U, respectively. Therefore, the detection bills charged to the Complainant for these three reference numbers need to be revised based on the latest load assessment report.
- iii. Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereto. However, the bills charged to the Complainant in this case appear to be on the higher side, based on extended period and excessive connected loads of 2.82 kW, 2.92 kW, and 2.4 kW, including the load of one AC for all three reference numbers rather than the actual connected load of 0.87 kW, 1.31 kW + one AC, and 1.40 kW, respectively.

6. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ نومبر 2023 میں تینوں ریٹس نمبرز (06 11134 0691000 U, 06 11134 0690900 U & 06 11134 0691001 U) پر ڈالے گئے ڈیٹیکشن بلز درست کرتے ہوئے تین ماہ کے لیے آخری جمع کروائی گئی لوڈ اسیسمنٹ رپورٹ کے مطابق موجودہ حقیقی لوڈ (0.87 kW, 1.31 kW + one AC, 1.40 kW) کی بنیاد پر چارج کیے جائیں اور تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔


(Aisha Kalsoom)
Member Consumer Complaints
Committee/Assistant Director (CAD)


(Engr. Dr. Bilal Masood)
Member Consumer Complaints
Committee/Additional Director (CAD)

Lahore, August 23, 2024