



**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.05/3040-2024  
July 29, 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 FAYAN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11315 0036808 U)  
Case No. LESCO-LHR-40475-07-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 29, 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. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Shalamar,  
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Muhammad Fayan,  
R/O House No. 2, Street No. 3, Saleem Park,  
Akhiri Mint, Lahore.  
Cell#0323-4626461



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

**Complaint No. LESCO-LHR-40475-07-24**

**Mr. Muhammad Fayán**  
R/O House No. 2, Street No.3,  
Saleem Park Akhiri Mint, Lahore  
Cell#0323-4626461

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** July 22, 2024

**On behalf of:**

**Complainant:** Mr. Muhammad Fayán (Online Attended)

**Respondent:** Mr. Rao Tariq, SDO (Salamat Pura), LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAYAN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILL (REF# 01 11315 0036808 U)**

**Decision**

This decision shall dispose of the complaint filed by Mr. Muhammad Fayán (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 LESCO has charged an illegal and unfair detection bill of 3800 units to the Complainant. 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 July 22, 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 Ms. Samina Shaheen under A-1a(01) tariff having reference number i.e. 01 11315 0036808 U. During the hearing, LESCO reported that the meter of the Complainant was checked by LESCO on July 10, 2024, and a shunt was found in the meter. Subsequently, LESCO charged a detection bill of 3,804 units to the Complainant for the period of six months from January 2024 to June 2024, based on the connected load (i.e., 3 kW + one 1.5-ton AC). Later on, LESCO submitted the latest load assessment report of the Complainant, according to which the connected load of the Complainant was 3.332 kW. After detailed deliberations and scrutiny of the records provided by both parties, it was observed that the detection bill charged to the Complainant was on higher side and needs to be revised based on the actual connected load (i.e., 3.332 kW) for a period of three months. Moreover, the Complainant requested to pay the

revised detection bill amount in six equal monthly installments which was accepted by LESCO official.

- ii. Clause 9.2.3 C (i) of Consumer Service Manual (CSM) envisages that maximum period for charging a detection bills shall be Restricted to three billing cycles for general supply consumers i.e. A1, A-2 & general services consumers i.e. A-3 and extendable up to a maximum of six months, subject to approval of the Chief Executive Officer (CEO) of DISCO. The CEO may delegate its powers and authorize a committee comprising at least three officers of Chief Engineer / Director level to allow charging of detection bill up to six months to these consumers on case to case basis after proper scrutiny so that no injustice is done with the consumer. In such cases action will also be initiated against the concerned officer for not being vigilant enough.

4. Foregoing in view, LESCO is directed to:

- Revise the detection bill of 3804 units, charged to the Complainant during the month of July, 2024 for the period three months based on actual connected load (i.e., 3.332 kW) by omitting the units of AC and submit compliance report to this office within fifteen (15) days.
- Receive the payment of the revised detection bill from the Complainant in six (06) equal monthly installments.
- Submit compliance report to this office within fifteen (15) days.

4۔ مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ وہ:

- (الف) شکایت کنندہ کو ماہ جولائی 2024 میں چھ ماہ (جنوری 2024 سے جون 2024) کے لیے چارج کیا گیا 3804 یونٹس کا ڈمیٹیکشن بل درست کر کے تین ماہ کے لیے حقیقی لوڈ (3.332 kW) پر چارج کیا جائے۔
- (ب) شکایت کنندہ سے تصحیح شدہ ڈمیٹیکشن بل کی رقم چھ مساوی اقساط میں وصول کی جائے۔
- (ج) قبیل کی رپورٹ پندرہ دنوں کے اندر دفتر ہذا پیش کی جائے۔

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

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

Lahore, July 29, 2024

