

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/ 600 -2024
February 02, 2024

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

**Subject: COMPLAINT FILED BY MR. MUHAMMAD ARSHAD GUJJAR UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF
ELECTRICITY SUPPLY (REF# 14 11812 1962300 R)
Case No. LESCO-LHR-28033-08-23**

Please find enclosed herewith the decision of the NEPRA dated February 02, 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 Nankana LESCO,
132 kv Grid Station Nankana Sahab, Sheikhupura.
4. XEN Nankana, LESCO
Hospital Road, Nankana Sahib Sheikhupura.
5. Mr. Muhammad Arshad Gujjar,
R/O Chak No. 591, G.B Gangapur,
Tehsil Jawanwala, District Faisalabad.
Cell # 0301-7272591



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

Complaint No. LESCO-LHR-28033-08-23

Muhammad Arshad Gujjar,
R/O Chak No. 591, G.B Gangapur,
Tehsil Jawanwala, District Faisalabad.
Cell # 0301-7272591

..... Complainant

Versus

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

..... Respondent

Date of Hearing: January 11, 2024
November 28, 2023

On behalf of:
Complainant:

Respondent: Sh. M. Rizwan Riaz XEN, LESCO

Subject: COMPLAINT FILED BY MR. MUHAMMAD ARSHAD GUJJAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF ELECTRICITY SUPPLY (REF# 14 11812 1962300 R)
Case No. LESCO-LHR-28033-08-23

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Arshad Gujjar (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 detection bill of 1923 units during the month of September, 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.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant's meter was checked by M&T on August 29, 2023 and was found defective (i.e. shunt in meter & terminal blocked) and the Complainant was charged detection bill of 1923 units during the month of September, 2023 for the period of three (03) months w.e.f. June, 2023 to August, 2023 on the basis of connected load (i.e. 1.8 kW+02 ACs). Later on, LESCO officials were directed to conduct a site visit to verify the load of the Complainant in his presence. In response, LESCO officials conducted a site visit on October 25, 2023, and submitted a load assessment report, as per which, the consumer's connected load was 3.7 kW.

4. In order to probe further into the matter, hearing was held on November 28, 2023 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions. In order to finalize the matter, another hearing held on January 11, 2024 at NEPRA Provincial Office, Lahore which was attended by LESCO officials only, whereas the Complainant failed to attend the same.

case has been examined in detail in the light of the written/verbal arguments of parties and applicable law. The following has been concluded,

- i. The Complainant's meter was found defective (i.e. shunt in meter & terminal blocked) and the Complainant was charged detection bill of 1923 units for the period of three (03) months w.e.f. June, 2023 to August, 2023 on the basis of connected load (i.e. 1.8 kW+02 ACs).
- ii. Clause 9.2 of Consumer Service Manual (CSM) elaborates about illegal abstraction of electricity by registered consumers wherein the clause 9.2.1 (b) & (q) provide that the consumer involved in "Bond Terminal cover seal of the meter broken/bogus/tampered" and "Shunt in meter" will fall in illegal abstraction of electricity. Moreover, Clause 9.2.3 (c) provides that "Maximum period for charging detection bills shall be: (i) 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 (DISCO to insert its name). 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".

مندرجہ بالا حقائق کے پیش نظر ایسکو کو ہدایت کی جاتی ہے کہ وہ: -6

(الف) شکایت کنندہ کو ماہ ستمبر 2023 میں میٹر میں شنت اور ٹرمینل بلاکنڈ کی بنیاد پر موجودہ لوڈ (1.8 kW) پر جاری کیا گیا 1923 یونٹس کا نوٹیفیکیشن مل لوڈ ایسیسمنٹ رپورٹ (3.7 kW) کے مطابق درست کرے۔ نیز یہ کہ 2 عدد اسے سی کی میں ڈالے گئے تاہم 1200 یونٹس بھی منہی کرے۔

(ب) درج بالا احکامات کی رپورٹ پندرہ (15) یوم کے اندر دفتر ذمہ میں جمع کروائی جائے۔


(Aisha Kalsoom)
Assistant Director (CAD)


(Engr. Dr. Bilal Masood)
Incharge/Additional Director (CAD)

Lahore, February 02, 2024