



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.05/472-2024
March 05, 2024

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

Subject: COMPLAINT FILED BY MR. SADDAM HUSSAIN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 06 11261
1038300 U)
Case No. LESCO-LHR-33710-01-24

Please find enclosed herewith the decision of the NEPRA, dated March 05, 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 Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA) .
LESCO, 22-A, Queens Road, Lahore.
3. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Shahpur Division, LESCO,
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
5. Mr. Saddam Hussain,
R/O Mureed Waal Gulzaar Colony,
Thokar Niaz Baig, Lahore.
Cell#0323-5195092



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

Complaint No. LESCO-LHR-33710-01-24

Mr. Saddam Hussain,
R/O Mureed Waal Gulzaar Colony,
Thokar Niaz Baig, Lahore.
Cell#0323-5195092

..... Complainant

Versus

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

..... Respondent

Date of Hearing: February 06, 2024

On behalf of:

Complainant: Saddam Hussain

Respondent: M. Farooq, RO, LESCO

**Subject: COMPLAINT FILED BY MR. SADDAM HUSSAIN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION
BILL (REF# 06 11261 1038300 U)
Case No. LESCO-LHR-33710-01-24**

DECISION

This decision shall dispose of the complaint filed by Mr. Saddam Hussain (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 Rs. 75003,- during the month of December, 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 was charged with detection bill of 1219 units on account of direct supply from main Cable. In order to probe further into the matter, hearing was held on February 06, 2024 at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

4. 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's meter become defective during the month of May, 2023 and the Complainant was being charged on the basis of defective code (i.e., average billing) for the period of six (06) months w.e.f. May, 2023 to October, 2023.
- ii. Later on, the Complainant was charged with detection bill of 1219 units on account of direct supply for the period of six (06) months w.e.f. May, 2023 to October, 2023 on the basis of connected load (i.e. 2.902 kW).

- ii. Clause 9.1.1 of Consumer Service Manual (CSM) elaborates about direct theft of electricity by registered/un-registered consumers. Moreover, the clause 9.1.3 (a) provides that "The detection bill shall be issued as per the following methods in the order of priority: (i) Previous consumption/Billing History (ii) On the basis of future undisputed consumption if no previous credible consumption is available. (iii) No of detection units = Load x Load Factor x 730 x Months"
- iii. The Complainant was charged with average billing during the disputed period. Meanwhile, LESCO again charged the Complainant with detection bill for the same period on the basis of connected load that is unjustified.

5. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ وہ:

(الف) شکایت کنندہ کو بلاد ستمبر 2023 میں برآمد راست (Direct Supply) بجلی کے استعمال کی بنیاد پر موجودہ لوڈ پر چھ مہینوں کے لیے جاری کیا گیا 1219 یونٹس کا ڈیٹیکشن بل درست کر کے نیچے اتوانین کی روشنی میں صاف کرے۔

(ب) درج بالا احکامات پر عمل پیرا رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔


(Aisha Kalsoom)
Assistant Director (CAD)


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

Lahore, March 05, 2024