



**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.05/2568 -2024  
June 10, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAMEEL AHMAD  
S/O NASEER DIN UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#08 11164  
1135803 R)**  
**Case No. LESCO-LHR-26470-07-23**

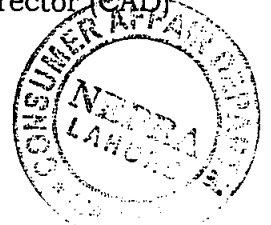
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 10, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
(Aisha Kalsoom)  
Assistant Director (CAD)

**Copy to:**

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah  
Manager/ Incharge Central Complaint Cell LESCO, (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 Kot Abdul Malik Division, LESCO  
132 kv Green View Gird Station Motorway Inter Change, Lahore.
5. Mr. Jameel Ahmad S/O Naseer Din  
R/O Village Mee: Pur, Muhammad Pura, Tehsil Sharqpur, Sheikhupura  
Cell#0340-4825852, 0307-5120979





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

**Complaint No. LESCO-LHR-26470-07-23**

**Mr. Jameel Ahmad,** ..... **Complainant**  
R/O Village Meer Pur, Muhammad Pura, Tehsil Sharqpur, Sheikhupura  
Cell#0340-4825852, 0307-5120979

Versus

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

**Date of Hearing:** May 16, 2024

**On behalf of:**

**Complainant:** Mr. Jameel Ahmad

**Respondent:** Mr. Tehzeeb Ul Hasnain, SDO, LESCO  
Malik Khizar, RO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAMEEL AHMAD S/O NASEER DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#08 11164 1135803 R) Case No. LESCO-LHR-26470-07-23**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Jameel Ahmad (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 amounting to Rs. 47,350/- during the month of April 2023. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO submitted a report on August 31, 2023, which was shared with the Complainant. However, the complainant remained dissatisfied with the report and submitted a rejoinder for hearing. Subsequently, a hearing was held on May 16, 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 Mr. Jamil Ahmad S/o Naseer Din under reference number 08-11164-1135803. The connection was installed on March 28, 2018. During the hearing, LESCO officials apprised that the premises of Complainant was checked on July 25, 2023 by LESCO (operation) team and found that direct supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 1,287 units during the month of April, 2023 (After 9 months of discrepancy) for the period of three months i.e., May to July, 2022 on the basis of connected load i.e., (3) kW to recover the loss sustained by LESCO.

- ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

Month/Year	2020	2021	2022	2023
January	29	23	0	12
February	29	37	67	12
March	17	0	41	14
April	0	60	44	13
May	0	25	27	12
June	59	15	0	33
July	0	14	0	0
August	0	0	0	46
September	177	40	95	P-Disc
October	0	24	78	P-Disc
November	0	20	15	P-Disc
December	53	29	11	P-Disc
Average	30/month	23/month	31/month	18/month

Perusal of the Complainant's billing history reveals consistently irregular pattern of electricity consumption prior and following the detection period i.e., May to July, 2022 rendering only consumption pattern unascertainable regarding the claimed theft of electricity. Further, the average consumption of the Complainant remained consistent during the preceding and succeeding years (i.e., 2020, 2021, and 2023), which also disproves the alleged theft. In response to a query about the irregular consumption pattern, the complainant explained that the meter is installed at his Dera and LESCO officials do not take readings every month. Instead, they take and charge readings cumulatively every one to two months.

- iii. 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, whereas Clause 9.2.3 (a) regarding issuance of detection bill envisages that The detection bill along with a disconnection notice for payment within seven days will be served by the SDO/AM(0) to the consumer. Moreover, LESCO officials failed to provide any concrete documentary and pictorial evidence establishing the alleged theft in noncompliance of clause 9.1.4 of the CSM. Hence, the frivolous detection bill charged (After 9 months of checking) for the excessive period of three months, based on checking performed by LESCO only during July, 2022 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 وہ شکایت کنندہ کو بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا ڈیسکشن بل واپس لے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ جمع کرائے۔

  
(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)

  
(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, June 10, 2024

