



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.05/2582-2024
June 12, 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 ARSHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11252 0052200 U) Case No. LESCO-LHR-33200-01-24**

Please find enclosed herewith the decision of the NEPRA Complaint Resolution Committee (CRC), dated June 12, 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 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Civil Line Division, LESCO
2/8-Farid Kot Road, Lahore.
5. Mr. Muhammad Arshad S/o Muhammad Saddique
R/O 72 Larechs Colony, Garhi Shahu, Lahore.
Cell# 0309-5203955





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

Complaint No. LESCO-LHR-33200-01-24

Mr. Muhammad Arshad,
R/O 72 Larechs Colony, Garhi Shahu, Lahore.
Cell# 0309-5203955

..... Complainant

Versus

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

..... Respondent

Date of Hearing: June 04, 2024

On behalf of:

Complainant: Mr. Muhammad Arshad

Respondent: Mr. Usman Qadeer, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ARSHAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 01 11252 0052200 U) Case No. LESCO-LHR-33200-01-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhamamd Arshad (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. 112725/- during the month of November 2023. The Complainant approached LESCO office but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO submitted a report, which was shared with the Complainant. However, the Complainant remained unsatisfied with the report and submitted a rejoinder for hearing. Subsequently, a hearing was held on June 04, 2024 at NEPRA Provincial office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

4. 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 in the name of Ms. Zabida Bibi with reference number 01 11252 0052200 U under the A-1a(01) tariff. During the hearing, LESCO officials apprised that the premises of the Complainant was checked on October 10, 2023 by LESCO (operation) team and found that Direct Supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 7363 units during the month of November, 2023 for the period of six months w.e.f. April, 2023 to September, 2023 on the basis of connected load (i.e., 3.1 kW + 2 ACs) to recover the loss sustained by LESCO. LESCO officials also presented footage of direct supply.

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

Months	Year-2021	Year-2022	Year-2023	Year-2024
January	111	96	104	31
February	107	92	101	66
March	99	100	121	24
April	124	172	128	-
May	165	208	185	-
June	336	349	195	
July	430	314	282	
August	385	452	417	
September	368	416	246	
October	409	266	228	
November	154	149	71	
December	89	115	56	
Average	231/month	227/month	178/month	Continued

(i) The above data indicates that the billing history of the Complainant is healthy, with an average consumption of 231 units per month in 2021, 227 units per month in 2022 and 178 units per month in 2023. Furthermore, the concerned SDO apprised while showing and discussing the content of the provided video as an evidence that the direct supply was being used by the Complainant solely to run the AC, whereas the other load of the premises was being powered through electricity meter. However, the detection bill charged to the Complainant is on higher side which needs to be revised for 4 months based on the usage of one AC instead of the overall load of the complainant.

5. Relevant Clauses of NEPRA Consumer Service Manual (CSM) elaborate that if illegal abstraction of electricity is established;

- 9.2 "Elaborates that if illegal abstraction of electricity is established"
- 9.2.3 "Issuance of Detection Bill"
- 9.2.3 b "The detection bill will be assessed on the basis of any of the following methods in the order of priority:
- 9.2.3 (b) i "Previous consumption/Billing History"
- 9.2.3 (b) ii "On the basis of future undisputed consumption if no previous credible consumption is available".
- 9.2.3 (b) iii No of detection units = Load x Load Factor x 730 x Months

6. The billing history cannot be considered in the current case, as direct supply was being used solely for the AC, bypassing the rest of the meter-connected load.

7- مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ:

وہ شکایت کنندہ کو ماہ نومبر 2023 میں بجلی چوری (Direct Supply) کی مد میں موجودہ لوڈ (3.1 kW + 2 ACs) پر چارج کیا گیا 7363 یونٹس کا بل درست کر کے چار ماہ کے لیے صرف ایک عدد اے سی کے لوڈ پر چارج کرے۔ اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا جمع کرائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, June 12, 2024


(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)