



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.05/2153 -2024
May 15, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. DOST MUHAMMAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#05 11143 0464900 U)
Case No. LESCO-LHR-36432-04-24**

Please find enclosed herewith the decision of the NEPRA, dated May 13, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

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 Data Darbar Division, LESCO
8-A, Outside Bhatti Gate behind Haji Mango Juice, Lahore.
5. Mr. Dost Muhammad
R/O Khizri Muhallah, Sheranwala Gate, Lahore.
Cell#0322-4423000


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-36432-04-24

Mr. Dost Muhammad,

R/O Khizri Muhallah, Sheranwala Gate, Lahore
Cell#0322-4423000

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... Respondent

Date of Hearing: May 09, 2024

On behalf of: Mr. Abdul Qayyum Advocate
Complainant:

Respondent: Mr. Arsalan Rafique, SDO, LESCO
Mr. Salman Manzoor, RO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. DOST MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#05 11143 0464900 U)
Case No. LESCO-LHR-36432-04-24

DECISION

This decision shall dispose of the complaint filed by Mr. Dost Muhammad (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 an illegal detection bill. Accordingly, the matter was taken up with LESCO and a hearing was held on May 09, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e., LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that on December 30, 2023, LESCO staff, during the surveillance, found the complainant involved in using direct supply from main LT line. Subsequently, LESCO charged a detection bill of 851 units to the Complainant during the month of March, 2024 on the basis of connected load (i.e., 3.031 kW) for the period of three (03) months w.e.f. October, 2023 to December, 2023.

3. Clause 9.1.3 of NEPRA Consumer Service Manual (CSM) provides that "DISCO shall be authorized to recover its loss by raising a detection bill as follows provided that the maximum period of charging in such cases shall be restricted to twelve months for unregistered consumers and up to six months for registered consumers". Whereas clause 9.1.3 (b) provides that "Detection Bill for Registered Consumers; 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

Where:

Load means the connected load or sanctioned load in kW whichever is higher

Months = Period for charging detection bill

Load Factor as per Annexure-V

730 = Average number of hours in a month

4. In the instant case, the Complainant has been charged with detection bill on the basis of connected load (i.e., 3.031 kW) instead of previous healthy consumption/billing history. Therefore, detection bill is required to be revised on previous consumption/billing history as per NEPRA CSM.

5۔ مندرجہ بالا حقائق کے پیش نظر لیسکو کہ ہدایت کی جاتی ہے کہ؛

شکایت کنندہ کو ماہ مارچ 2024 میں موجودہ لوڈ (3.031 kW) پر چارج کیا گیا 851 یونٹس کا ڈیٹیکشن بل درست کر کے سرنیپ اتوائین کی روشنی میں سابقہ صحت بخش استعمال (previous consumption/billing history) کے مطابق چارج کیا جائے اور درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Aisha Kalsoom)
Assistant Director (CAD)

Lahore, May 15, 2024


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

