

**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.05/314 -2024  
January 17, 2024

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

Subject: **COMPLAINT FILED BY MR. ABDUL REHMAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL  
(REF#06 11334 0591900 U)**  
**Case No. LESCO-LHR-33463-01-24**

Please find enclosed herewith the decision of the NEPRA, dated January 17, 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. Mrs. Masooma Adil,  
Manager/Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA),  
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,  
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Mcleod Road, Division, LESCO  
Near Imperial Cinema Mcleod Road, Lahore.
5. Mr. Abdul Rehman,  
R/O House No. 41, Street No. 7, Elim Din Block,  
Begum Kot, Shahdara, Lahore.  
Cell#0309-6603025



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

**Complaint No. LESCO-LHR-33463-01-24**

**Mr. Abdul Rehman,**  
R/O House No. 41, Street No. 7, Elim Din Block,  
Begum Kot, Shahdara, Lahore.  
Cell#0309-6603025

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** January 11, 2024

**On behalf of:**

**Complainant:** Abdul Rehman

**Respondent:** M. Irfan, SDO, LESCO  
Ahsan Riaz, RO, LESCO

**Subject:** COMPLAINT FILED BY MR. ABDUL REHMAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC  
POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#06 11334  
0591900 U)  
Case No. LESCO-LHR-33463-01-24

**DECISION**

This decision shall dispose of the complaint filed by Mr. Abdul Rehman (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. 200,000/- 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 order to probe further into the matter, hearing was held on January 11, 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 was found tilted and the Complainant was charged detection bill of 3911 units for the period of six (06) months w.e.f. April, 2023 to September, 2023 on the basis of connected load (i.e. 2.6 kW + One 1.5 Ton AC).
- ii. Clause 9.2 of Consumer Service Manual (CSM) elaborates about illegal abstraction of electricity by registered consumers wherein the clause 9.2.1 (f) provides that the consumer involved in "Meter hanging loose/tilted/physically unbalanced" 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".

5. مندرجہ بالا حقائق کے پیش نظر لیکو کو کھدات کی جاتی ہے کہ وہ:

(الف) شکایت کنندہ کو ماہ دسمبر 2023 میں میٹر میزھا ہونے کی بنیاد پر موجودہ لوڈ پر چھ مہینوں کے لیے جلدی کیا گیا 3911 پر مش کا ذمہ ٹیکشن مل درست کر کے قوانین کی روشنی میں تین مہینوں کے لیے چارج کرے۔

(ب) درج بالا احکامات پر عمل کی 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, January 17, 2024

