



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.05/154/2024
March 19, 2024

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

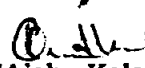
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAJAM ZIA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF12 11262 1002700 U)**
Case No. LESCO-LHR-33890-01-24

Please find enclosed herewith the decision of the NEPRA, dated March 19, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

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. Najam Zia
R/O House No. 105, Block C, Nawab Town, Lahore.
Cell# 0333-5043625


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-33890-01-24

Najam Zia,
House No. 105, Block C, Nawab Town, Lahore.
0333-5043625

..... Complainant

Versus

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

..... Respondent

Date of Hearing: February 29, 2024

On behalf of:

Complainant: Najam Zia

Respondent: Asif Javed, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAJAM ZIA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF#12 11262 1002700 U)
Case No. LESCO-LHR-33890-01-24

DECISION

This decision shall dispose of the complaint filed by Mr. Najam Zia (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 by LESCO. 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 and a hearing was held on February 29, 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 connection is installed under reference No. 12 11262 1002700 U. LESCO checked the premises on July 17, 2023 and found the blue phase of three phase meter dead stop. Subsequently, the Complainant was charged with a detection bill of 2023 units on connected load (i.e., 3.363 kW) during the month of August 2023 for the period of six (06) months w.e.f February 2023 to July 2023 by LESCO. The impugned meter of the Complainant was replaced in November, 2023 and the same was downloaded on December 01, 2023.
- (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	-	0	081	0
February	-	39	108	0
March	-	41	-	

	-	0	52	
	0	0	10	
	0	704	704	
			(Average units charged)	
	0	1517	0	
	0	1812	0	
	0	593	0	
	0	572	0	
	0	0	1349	
			(Random units charged)	
	0	16	0	

The above data shows that the billing history of the Complainant is healthy. On a query regarding drop in consumption in 2021 and 2023, the Complainant apprised that his house was vacant in 2021 and 2023 and he occasionally visited his house due to which, the consumption remained low. The Complainant also submitted the Gas bills in support of his arguments which shows the similar consumption pattern like electricity bills. It is worth mentioning that LESCO officials failed to provide any evidence to establish illegal abstraction of electricity, therefore, detection bill charged to the Complainant is unjustified and the same is required to be withdrawn by LESCO. Moreover, LESCO disconnected the connection of the Complainant due to non-payment of illegal bill charged in November, 2023.

- (iii) Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereto. However, LESCO has failed to justify charging of detection bill on the basis of illegal abstraction of electricity in accordance with the said clause of CSM.

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

- (i) دو شکایت کنندہ کو میٹر کے لیو فیورڈ سٹاپ کی بنیاد پر چارج کیا گیا 2023 یوٹیلٹیز کا ڈسٹریکشن مل دہلی لے اور تبدیل شدہ میسوب میٹر کی ڈیٹا ڈیکوڈر رپورٹ کے مطابق ایڈجسٹمنٹ دے۔ مزید برآں شکایت کنندہ کا ٹکشن فوری طور پر بحال کیا جائے۔
- (ii) درج بالا احکامات پر عمل کی رپورٹ چندرہ (15) یوم کے اندر جمع کروائے۔


(Aisha Kalsoom)
Assistant Director (CAD)


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

Lahore, March 19, 2024