



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.05/1366-2024
March 28, 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 AZAM
THROUGH MR. QADIR UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 09 11531
0879550 U)**
Case No. LESCO-LHR-34952-02-24

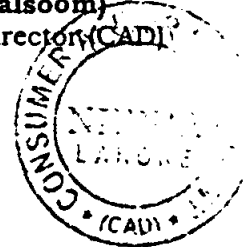
Please find enclosed herewith the decision of the NEPRA, dated March 28, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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 5th Circle LESCO,
25-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat,
Near PEL Factory, Lahore.
5. Mr. Muhammad Azam through Mr. Qadir
R/O Plot No. 2, Block C,
Green Cap Housing Society, Lahore.
Cell#0301-4977593


(Aisha Kalsoom)
Assistant Director (CADI)





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

Complaint No. LESCO-LHR-34952-02-24

Mr. Muhammad Azam through Mr. Qadir,
R/O Plot No. 2, Block C,
Green Cap Housing Society, Lahore.
Cell#0301-4977593

..... Complainant

Versus

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

..... Respondent

Date of Hearing: March 07, 2024

On behalf of: Mr. Saad Hashmi
Complainant:

Respondent: Mr. Muhamamd Tahir, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZAM THROUGH MR. QADIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 09 11531 0879550 U)
Case No. LESCO-LHR-34952-02-24

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Azam through Mr. Qadir (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 unjustified detection bill during the month of March, 2024. 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 March 07, 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 is a domestic consumer of LESCO, and a connection is installed under reference number 09 11531 0879550 U in the name of Mr. Ghulam Qadar, with A-1a(01) tariff. During the hearing, LESCO official was directed to submit the detection bill proforma and load assessment report. Later on, LESCO submitted a detection bill proforma and load assessment report dated March 25, 2024 and March 27, 2024 respectively, as per which, the site was checked by the M&T department on February 20, 2024, and the consumer's meter was found body repasted. Subsequently, the Complainant was charged with a detection bill of 2690 units by LESCO, on the basis of connected load (i.e., 6.651 kW), during the month of March 2024, for a period of three (03) months w.e.f. November, 2023 to January, 2024. Current load of the consumer is 2.519 kW.

- ii. As per latest load assessment report submitted by LESCO dated March 27, 2024, the connected load of the Complainant is 2.519 kW instead of 6.651 kW. Therefore, the detection bill, charged to the Complainant is on the higher side.

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

(الف) شکایت کنندہ کو ماہ مارچ 2024 میں میٹر کی (body repasted) کی بنیاد پر موجودہ لوڈ (6.651 kW) پر تین مہینوں کے لیے جاری کیا گیا 2690 روپے کا ڈیٹیکشن بل درست کر کے لیسکو کی تازہ ترین لوڈ قیمن (load assessment report) رپورٹ کے مطابق موجودہ حقیقی لوڈ (2.519 kW) پر جاری کیا جائے۔

(ب) شکایت کنندہ کا میٹروں کی میٹریں انفرمیشن تبدیل کیا جائے۔

(ج) شکایت کنندہ کے بل کی تین ماہانہ اقساط کی جائیں۔

(د) 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, March 28, 2024

