



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.05/2460-2024
May 31, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUMTAZ AHMAD
S/O MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 15
11531 0033344 U)
Case No. LESCO-LHR-28931-09-23**

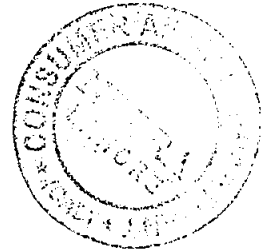
Please find enclosed herewith the decision of the NEPRA dated May 31, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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 5th Circle LESCO,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Kot Lakhpat, LESCO
132 kv Grid Station, New Kot Lakhpat,
Near PEL Factory, Lahore.
5. Mr. Mumtaz Ahmad S/O Muhammad Yousaf
R/O Muhalla Jatta Wala, Chan Rai, Cantt, Lahore.
Cell#0301-4829089





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

Complaint No. LESCO-LHR-28931-09-23

Mr. Mumtaz Ahmad,
R/O Muhalla Jatta Wala, Chan Rai, Cantt, Lahore.
Cell#0301-4829089

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 16, 2024
September 28, 2023

On behalf of:
Complainant: Mr. Mumtaz Ahmad

Respondent: Mr. Muhammad Tahir, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUMTAZ AHMAD S/O MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 15 11531 0033344 U)
Case No. LESCO-LHR-28931-09-23

DECISION

This decision shall dispose of the complaint filed by Mr. Mumtaz Ahmad (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 amounting to Rs. 81299/- on the basis of electricity theft. 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 response, LESCO reported that the premises of the Complainant was checked on July 15, 2023 by LESCO (Operation) team and found that Direct Supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 1592 units during the month of July, 2023 for the period of three months w.e.f. April 2023 to June 2023 on the basis of connected load (i.e., 4.218 kW).

4. In order to probe further into the matter, two hearings were held on September 28, 2023 and May 16, 2024 respectively at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

5. 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:

reference number 15 11531 0033344 U under the A-1a(01) tariff. The connection was installed on June 20, 2019. During the hearing, LESCO officials apprised that the premises of the Complainant was checked on July 15, 2023 by LESCO (Operation) team and found that Direct Supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 1592 units during the month of July, 2023 for the period of three months w.e.f. April 2023 to June 2023 on the basis of connected load (i.e., 4.218 kW).

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

- 9.2.3 "Issuance of Detection Bill"
- 9.2.3 a "The detection bill along with a disconnection notice for payment within seven days will be served by the SDO/AM(0) to the consumer."
- 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".

7. مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ؛

(الف) نیپرا قوانین (CSM) کی متعلقہ شق [9.2.3 (b) i] کی روشنی میں شکایت کنندہ کو ماہ جولائی 2023 میں تین ماہ کے لیے موجودہ لوڈ پر جاری کیا گیا ڈیٹیکشن بل درست کر کے موجودہ لوڈ (connected load) کی بجائے سابقہ صحت مند کھپت (previous billing history) کے مطابق چارج کیا جائے اور تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر لہذا میں جمع کروائی جائے۔

(Aisha Kalsoom)

Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Incharge/Additional Director (CAD)



Lahore, May 31, 2023