



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

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Link Road, Model Town, Lahore.

Phone: 042-99333931

**Consumer Affairs
Department**

POL.052462-2024

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. SYED FAISAL SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF# 15 11162 0933210 R)**

Case No. LESCO-LHR-17144-10-22

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)

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 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Kot Abdul Malik Division, LESCO
132 kv Green View Gird Station Motorway Inter Change, Lahore.
5. Mr. Syed Faisal Shah S/o Jameel Shah,
R/O Mohallah Javaid Nagar, Kot Abdul Malik,
Ferozewala, Sheikhupura.
Cell# 0309-9412002

name of M. Fayyaz Hussain with reference no. 15 11161 0933222 R under the A-1a(01) tariff. The connections were installed on November 17, 2015 and December 15, 2017 respectively. During the hearing, it was revealed that LESCO (operation) team checked the premises of the Complainant on May 30, 2023 and found that direct supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 1051 units during the month of May 2022 for the period of three (03) months w.e.f. January, 2022 to March, 2022 on the basis of connected load (i.e. 2.5 kW) against reference no. 15 11162 0933210 R.

- ii. In order to arrive at an informed decision, LESCO officials were directed to provide the evidences, proving that the complainant is involved in the direct supply but LESCO was failed to provide any picture/video evidence against the complainant.
- iii. The billing data of the Complainant for 3 years was analyzed accordingly, and tabulated as follows,

Year	2020		2021		2022	
Months	Ref# 15 11162 0933210	Ref# 15 11161 0933222	Ref# 15 11162 0933210	Ref# 15 11161 0933222	Ref# 15 11162 0933210	Ref# 15 11161 0933222
January	92	105	98	43	18	82
February	111	112	196	49	10	52
March	148	110	179	58	16	74
April	0	109	203	98	85	108
May	639	159	328	121	104 (Impugned month/date of checking for Direct Supply)	111
June	304	150	253	134	57	136
July	188	153	245	143	98	165
August	7	191	170	144	162	Entry missing in PITC data
September	5	159	220	76	41	152
October	204	101	97	73	19	101
November	163	40	13	48	P-Disc	48
December	130	49	16	41		53
Average	166/month	120/month	168/month	86/month	37/month	90/month

The above data indicates that the billing history of the Complainant is unhealthy, with an average consumption of 166 units per month in 2020, 168 units per month in 2021 and 37 units per month in 2022. The Complainant apprised that he has another connection installed against reference no. 15 11161 0933222 for his another very next house which was rented out. After the tenants vacated the premises, he relocated this meter to his house in January 2022, resulting in a decrease in consumption for reference no. 15 11162 0933210 R. However, when the billing history of another connection against reference no. 15 11161 0933222 was analyzed, no significant difference in consumption pattern was found. Moreover, the detection bill charged to the Complainant on the basis of connected load seems on higher side and the same is

- iv. Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereto.

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

- (i) وہ شکایت کنندہ کو بجلی چوری (Direct Supply) کی بنیاد پر تین مہینوں کا چارج کیا گیا 1051 یونٹس کا ڈیٹیکشن بل درست کر کے موجودہ لوڈ (2.5 kW) کی بجائے سابقہ صحت بخش کھپت (previous healthy billing history) پر ڈالا جائے۔
- (ii) نیز شکایت کنندہ کا میٹر فی الفور بحال کیا جائے۔
- (iii) میٹر بحالی کے لیے شکایت کنندہ کو RCO میٹر کی فیس اور سیکیورٹی کی مد میں کوئی رقم چارج نہ کی جائے۔
- (iv) درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائے۔


(Aisha Kalsoom)
Assistant Director (CAD)


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

Lahore, May 31, 2024

