



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
NEPRA Head Office  
Attaturk Avenue (East) Sector G-5/1, Islamabad.  
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

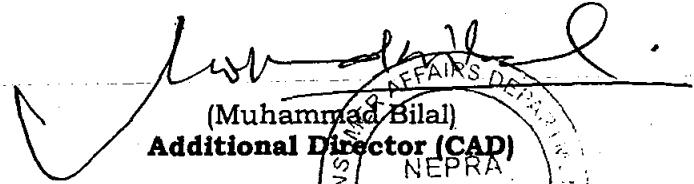
TCD.05/2539-2024  
June 05, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SARDAR WAQAS HASSAN MOKAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#46 11736 1847102)**  
**Complaint No. LESCO-NHQ-35772-03-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated June 5, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

  
(Muhammad Bilal)  
**Additional Director (CAD)**  
NEPRA  
Islamabad  
(CAD)

Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road Lahore.
2. Engr. Dr. Bilal Masood,  
Incharge/Additional Director (CAD),  
54-B, Link Arcade, GECH Society, Phase-3,  
Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghat Ullah,  
Manager/Incharge Central Complaint Cell LESCO,  
LESCO, 22-A, Queens Road, Lahore.
4. S.E Kasur Circle LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
5. XEN Chunian, LESCO  
WAPDA Colony, Changa Manga Lahore,  
Chunian.
6. Sardar Waqas Hassan Mokal -  
S/O Sardar Hassan Akhtar Mokal,  
R/O House No. 69 FCC, MOhallah Muratab Ali Road,  
Gulberg, Lahore.  
Cell#0300-8426282



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

**Complaint No. LESCO-NHQ-35772-03-24**

**Sardar Waqas Hassan Mokal,**  
R/O House No. 69 FCC,  
Mohallah Muratab Ali Road,  
Gulberg, Lahore.  
Cell#0300-8426282

..... Complainant

Versus

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

..... Respondent

**Date of Hearing:** April 04, 2024  
**On behalf of:**

**Complainant:** Sardar Waqas Hassan Mokal

**Respondent:** Mr. Muhammad Faisal Ashraf, MEN, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY SARDAR WAQAS HASSAN MOKAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#46 11736 1847102)**

**DECISION**

In pursuance of the order of Honorable Lahore High Court, Lahore in writ petition No. 17315/2024 this decision shall dispose of the complaint of Sardar Waqas Hassan Mokal (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. Brief facts of the case are that the Complainant in the complaint submitted that LESCO has charged illegal detection bill against a water supply connection bearing reference No. 46-11736-1847102. The Complainant approached LESCO but the grievance was not redressed. Subsequently, the Complainant approached Honorable Lahore High Court, Lahore by filing a Writ Petition No. 17315/2024 for redressal of grievance. The Honorable Lahore High Court, Lahore vide Order dated March 10, 2024 directed NEPRA to decide the matter of the Complainant expeditiously. Accordingly, the matter was taken up with LESCO and a hearing was conducted on April 04, 2024, which was attended by both the parties (LESCO and the Complainant), wherein the matter was discussed in detail. During the hearing, LESCO reported that on the discrepancy of "Direct Supply" a detection

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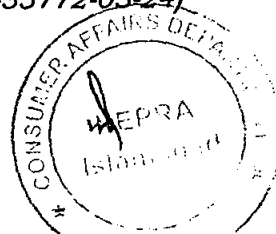
*Decision: Sardar Waqas Hassan Mokal vs LESCO (LESCO-NHQ-35772-03-24)*



bill of 30981 units was charged against connection for the period of six (06) months w.e.f. July, 2023 to December, 2023 on the basis of connected load i.e. 19 kW with 40% load factor in order to recover the loss sustained by LESCO. An FIR was also lodged for theft of electricity bearing No. 129/24 dated February 02, 2024.

3. 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) A connection was installed in the name of Chairman Water User Committee C/O Malik Manzoor Ahmed Nonari Mokal, with reference number 46-11736-1847102, under the A-3(66) general supply (water supply connection) tariff with a sanctioned load of 19 kW. During the hearing, LESCO officials apprised that LESCO team checked the site on January 31, 2024 and found that direct supply was running from the main cable of LESCO. Subsequently, a detection bill of 30981 units was charged against the connection during the month of February, 2024 for the period of six (06) months w.e.f. July, 2023 to December, 2023 on the basis of connected load 19 kW with 40% load factor. LESCO official (XEN) presented evidence (pictures/videos) of direct supply in support of the arguments. Upon non-payment of the said detection bill, LESCO disconnected the electricity supply of the premises.
- (ii) During the hearing the Complainant apprised that impugned meter was burnt due to heavy rain. The said connection is installed against a charitable water supply scheme and public at large was suffering, therefore, they approached LESCO for replacement of burnt meter on urgent basis, however, due to non-availability of meters LESCO official(s) connected the cable directly from main supply by themselves, to restore electricity supply with a commitment of replacement soon after availability of meters in store. Additionally, the Complainant presented footage of burnt meter in support of the arguments.
- (iii) The PITC billing history of the Complainant has been analyzed and no noticeable dip/variations has been observed. The monthly average consumption during the years 2021, 2022 and 2023 is 975, 901 and 603 respectively. No considerable variation has been found in monthly consumption during the period of 2021 to 2023.
- (iv) According to Clause-6.1.4 of CSM, Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters /- taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official did not point out any discrepancy upto the last month of meter reading from which it can be constructed that there was no such discrepancy earlier.
- (v) Relevant Clauses of Consumer Service Manual (CSM) elaborate that;  
**9.2.3 (b)** " The detection bill will be assessed on the basis of any of the following methods in the order of priority:
  - (i) Previous consumption/Billing History
  - (ii) On the basis of future undisputed consumption if no previous credible consumption is available.
  - (iii) No of detection units= Load x Load Factor x 730 x Months.




9.2.3 (c) Maximum period for charging detection bills shall be 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. 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".


(vi) It is concluded that the supply was found running direct which was due to non-replacement of the energy meter. LESCO did not replace the meter and had also not followed the procedure for charging of detection bills as elaborated in the Consumer Service Manual (CSM). As directed supply was observed during a checking, therefore, LESCO should revise the detection bill for two months on the basis of highest consumption ever recorded in a month during previous three years i.e. 1692 units during the month of October, 2022.


4. Foregoing in view, LESCO is directed to revise detection bill of the connection for two months on the basis of highest consumption ever recorded in a month during previous three years i.e. 1692 units during the month of October, 2022. Moreover, the impugned burnt meter be replaced immediately. Compliance report be submitted within fifteen (15) days.

Compliance report be submitted within fifteen (15) days.

6- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کو چیکنگ سے دو ماہ پہلے سابقہ تین سالہ بلنگ تاریخ (Billing History) کے دوران کسی ایک مہینے میں استعمال کیے گئے زیادہ سے زیادہ یونٹس جو کہ اکتوبر 2022 میں 1692 یونٹس ہیں کی بنیاد پر جرمانہ کے بل کو دو ماہ کے لیے چارج کرے۔ نیز شکایت کنندہ کے چلے ہوئے (Burnt) میٹر کو فی الفور تبدیل کر کے بجلی کی سپلائی بحال کی جائے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہذا میں جمع کروائی جائے۔

  
(Lashkar Khan Qambrani)  
Member Complaints Resolution Committee/  
Director (CAD)

  
(Moqeesm Ul Hassan)  
Member Complaints Resolution Committee  
/Assistant Legal Advisor (CAD)

  
(Naweed Illahi Shaikh)  
Convener Complaints Resolution Committee/  
Director General (CAD)

05/06/24

CONSUMER AFFAIRS /  
NEPRA  
Islamabad  
(CAD)

Islamabad, June 05, 2024