

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.

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**Consumer Affairs
Department**

POL.05/ 4064 -2025
July 02, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RASHID YAMEEN KAZMI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIAL REGARDING REPLACEMENT OF DEFECTIVE METER (REF#05 11644 1056201 R)**
Case No. LESCO-LHR-46300-11-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated July 02, 2025 regarding the subject matter for necessary action, please.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. C.E./Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. The Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E Sheikhpura, LESCO
Lahore-Sargodha Road, Near Regal Cinema, Sheikhpura.
4. XEN Muridke, LESCO
Banglow Puli Stop, Bungla Road, Sheikhpura.
5. Mr. Rashid Yameen Kazmi
R/O House no. 8, Street No. 1, Kashmir Park, Shahdara Lahore.
Cell# 0333-4206184





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-46300-1124

Mr. Rashid Yameen Kazmi
House No. 8, Street No. 1, Kashmir Park
Shahdara, Lahore.

Complainant

Versus

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

Respondent

Date of Hearing: April 17, 2025
June 19, 2025

On behalf of:
Complainant: Mr. Rashid Yameen Kazmi

Respondent: Hafiz Muhammad Jawad, Revenue Officer, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RASHID YAMEEN KAZMI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 05-11644-1056201)**

DECISION

This decision shall dispose of the complaint filed by Mr. Rashid Yameen Kazmi (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 complaint from Mr. Rashid Yameen Kazmi wherein it was submitted that the Complainant was charged electricity bill amounting to Rs. 132,691/- during the month of October, 2024 irrespective of the fact that relevant FIR was also got registered by the Complainant against its meter, stolen during January, 2024 while replacement meter was not installed at the premises despite lapse of several months. Accordingly, the matter was taken up with LESCO for submission of detailed report. In response, LESCO stated that the Complainant's connection was charged detection bills during the months of September & October, 2024 on pretext of electricity theft.

3. In order to analyze the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both the parties wherein matter was discussed at length. 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's residential connection installed against reference number i.e. 05-11644-1056201 was charged detection bill of 430 units and 1852 units during September, 2024 & October, 2024 on account of cable tempering and direct theft respectively. However, the Complainant contested LESCO's allegations, denying any involvement in electricity theft and premised its case on non-installation of new meter by LESCO at its premises following its established theft.

- ii. Perusal of the documentary evidence reveals that the detection bill of 430 units was charged to the Complainant for a period of (3) months i.e. June, 2024 to August, 2024 based on the connected load i.e. (0.98) kW. Another detection bill of

1852 units was also charged to the Complainant for period of (3) months i.e. July, to September, 2024 based on the connected load i.e. (4.2) kW. However, both the above are consistent with clause 9.1.3 (b) of the Consumer Service Manual (CSM) for charging detection bill against consumer involved in direct theft of electricity as per which LESCO is allowed to charge detection bill in the order of priority i.e. previous consumption history etc. as envisaged in the same clause which has also not been followed by LESCO in the instant detection bills.

- iii. The analysis of record notes that the Complainant's previously installed meter number i.e. (2453683) was stolen during the month of January, 2024 resulting in disconnection of electricity supply at the premises. Considering the fact that none electricity consumption measurement tool was present at the premises due to the inordinate delay on part of LESCO for allocation & installation of new meter, zero units were charged against the Complainant's account which tantamount to mala fide of LESCO and is also not warranted. However, the supply through impugned connection remained practically disconnected against the premises during the detection period as claimed by the Complainant and was, accordingly, shifted to another connection installed against reference number i.e. 05-11644-1056400 at the same premises. Scrutiny of its consumption does reveal that the same was also charged on SS mode during impugned period which, thus, fails to ascertain validity of argument of Complainant only due the negligence of LESCO officials.
- iv. Moreover, considering the documented fact that connection was checked during successive months of September & October, 2024 by LESCO while the detection bills were charged on assessed load of 0.98 kW and 4.2 kW, respectively, then raises suspicion over the acts carried out by LESCO officials and cast doubt due to variance in the assessed loads & its utilization at the Complainant premises, through alleged direct supply, during detection period as conceived by LESCO. Moreover, the detection bills were charged for overlapping period which is void of any justification and point towards the compound charging which is also not warranted. Hence, the charging of detection bills to cover the negligence on part of LESCO officials is un-reasonable.
- v. Moreover, LESCO official also failed to submit any evidence of theft in support of the charging of frivolous bills, in violation of the clause 9.1.4 of CSM. Hence, impugned bills charged to the Complainant without any evidence and having contrasting loads revealing mala fide intent are unjustified and required to be withdrawn by LESCO.

4. Foregoing in view, LESCO is directed to withdraw electricity bills of 430 and 1852 units issued to the Complainant and revised bill be shared with the Complainant within (15) days. LESCO is also directed to install the meter without further delay. Hence, the instant complaint is disposed of in above terms.

5. مندرجہ بالا حقائق کے پیش نظر اس کیس میں مزید کارروائی دفتر لہذا کی جانب سے بند کی جا رہی ہے۔

(Aisha Kalsoom)

Member Consumer Complaints
Committee/Assistant Director (CAD)

(Ubaid Khan)

Member Consumer Complaints
Committee/Assistant Director (CAD)



Lahore, July 02 , 2025