



**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.05/1469-2025
March 13, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
AZEEM YOQUB UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING EXCESSIVE BILLING (REF# 05 11143
0465101 U)**
Case No. LESCO-LHR-50456-02-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC), dated March 13, 2025 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,
425-EE, DHA, Ghazi Road, Lahore.
4. XEN Defence East Division, LESCO
425-EE, DHA Ghazi Road, Lahore.
5. Mr. Muhammad Azeem Yoqub
R/O 200-L, Phase I, Lahore.
Cell# 0322-4423000


(Aisha Kalsoom)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-50456-02-25

Syed Muhammad Azeem Yaqoob
President New Pakistan Cloth Market
Androon Sheranwala Gate, District Lahore.
Cell# 0322-4423000

Complainant

Versus

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

Respondent

Date of Hearing: February 25, 2025
On behalf of:
Complainant: Syed Muhammad Azeem Yaqoob
Respondent: Mr. Waqar, AMO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SYED MUHAMMAD AZEEM YAQOOB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 05 11143 0465101)

DECISION

This decision shall dispose of the complaint filed by Syed Muhammad Azeem Yaqoob (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 disputed the charging of cumulative bill amounting to Rs. 209,620/- during August, 2024. Upon approaching LESCO and instead of segregation, a potential charging of detection bill against the same connection was floated by concerned LESCO officials. Subsequently, the Complainant approached NEPRA seeking resolution of the matter. The issue was taken up with LESCO for submission of report, however, upon non submission, a hearing was held on February 25, 2025 at NEPRA Provincial Office, Lahore which was attended by both parties (i.e. LESCO official and the Complainant) wherein the matter was discussed in detail. During hearing, LESCO official apprised that the Complainant's premises was checked by the concerned SDO with his team on October 8, 2024 and the Complainant was found in the direct electricity theft. Consequently, a detection bill of 7061 units was charged against the Complainant for a six month period i.e. March 2024 to August 2024, based on connected load to recover the loss sustained by LESCO. The Complainant denied alleged involvement in theft and reiterated his previous version.

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. The Complainant's residential connection installed against reference number 05-11143-0465101 was charged with 2316 and 1027 units cumulatively during August 2024 for the period i.e. May to August, 2024 and during November 2024 for period i.e. September to November, 2024, respectively. Moreover, a detection bill of 7061 units was also charged to the Complainant for period of six months i.e. March to August, 2024 based on connected load (i.e. 5.13 kW+02 AC) on the pretext of the direct electricity theft. The Complainant was of the view that the



accumulated & detection bills have been charged by LESCO with the mala fide intent irrespective of the context that the connection was restored by LESCO after the payment of partial bill, following initial disconnection during August, 2024 due to non-payment of accumulated bill. However, relevant RCO was not updated by LESCO, causing the same connection to remain disconnected in the official record and instigating the instant matter upon checking of connection.


- ii. Clause 9.1.2 of the Consumer Service Manual (CSM) envisages that the removed material shall be preserved as a proof of theft i.e., case property and the same shall be produced before the court during the trial which has not been presented by LESCO in the instant matter. Moreover, LESCO officials failed to provide any concrete video/pictorial evidence establishing alleged theft in noncompliance of clause 9.1.4 of CSM. Hence, frivolous detection bill charged to the Complainant, based on checking performed by LESCO officials only during October, 2024 inconsiderate of none prior theft incidence recorded against the Complainant, is devoid of any merits and required to be withdrawn.
- iii. Moreover, the clause 6.4.2 of CSM envisages that in cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which readings have accumulated to give slab benefit/relief to the consumers. Hence, the accumulated bills, charged during August, 2024 and November, 2024 are required to be segregated.

4. Foregoing in view, LESCO is directed to withdraw detection bill of 7061 units, charged to the Complainant during January, 2025 and segregate both the accumulated bills, charged during August, 2024 & November, 2024 respectively. Compliance report be submitted to this office within fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ جنوری 2024 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا 7,061 یونٹس کا ڈیٹیکشن بل ختم کرے اور اگست اور نومبر 2024 میں مجموعی طور پر (accumulative) چارج کیے گئے بلز کو حقیقی کھپت کے مطابق الگ الگ (segregate) کرے۔ مزید برآں، درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر ہڈہ جمع کرائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)
Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, March 13, 2025

