

National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provisional Office
1st Floor Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.
Ph: 042-99333931

**Consumer Affairs
Department**


POL.05/6049-2024
December 16, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NORAIZ AZHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF # 13-11531-0554866, 0554392 & 15-11531-0032801 U).
Complaint No. LESCO-LHR-44026-09-24

Please find enclosed herewith the decision of Complaints Resolution Committee (CRC), dated December 16, 2024 regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above


(Ubaid Khan)
Assistant Director (CAD)

Copy to:

1. C.E/Customer Service Director,
LESCO, 22-A, Queens Road, Lahore.
2. Mr. 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. Noraiz Azhar
R/o Plot No. 193. Block C, Shadab Colcny,
Lahore.
Cell # 0323-4848442.



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

Complaint No. LESCO-LHR-44026-09-24

Mr. Noraiz Azhar
Plot No. 193, Block C, Shadab Colony, Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: September 27, 2024
December 09, 2024

**On behalf of
Complainant:** Mr. Noraiz Azhar (Online)

Respondent: 1) Mr. Sajjad, Revenue Officer (RO), LESCO
2) Mr. Sarajuddin SDO (Operation), LESCO

Subject: COMPLAINT FILED BY MR. NORAIZ AZHAR UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL
(REF # 13-11531-0554866, 0554392 & 15-11531-0032801 U).

DECISION

This decision shall dispose of the complaint filed by Mr. Noraiz Azhar (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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. Noraiz Azhar dated September 18, 2024 wherein the Complainant disputed the charging of (3) Nos. of detection bills against (3) Nos. of distinct electricity connections installed at the Complainant's two numbers of residential premises. In order to analyze the matter, (2) Nos. of hearings were held on September 27 & December 09, 2024 at NEPRA Provisional Office, Lahore in attendance of both parties and the matter was discussed in detail. Now, the case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference numbers (13-11531-0554866 & 0554392) and (15-11531-0032801) located at Shadab Colony, District Lahore were charged detection bills of 3180, 3441 & 2811 units respectively for period of six months during February, 2024 to July, 2024 on account of meter tempering. The dispute raised by the Complainant was that the detection bills have been charged by LESCO with the mala fide intent.

Perusal of the documentary evidence reveals that detection bills were charged for the period of six months i.e. February, 2024 to July, 2024 on the basis of connected load while the same is inconsistent with clause 9.2.3 (b) of the Consumer Service Manual (CSM) for charging detection bill against registered consumer involved in illegal abstraction i.e. meter tempering. As per which LESCO is restricted to charge detection bill for maximum period of (3) months 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 charging of detection bills.

- iii. The analysis of detection bills notes the lack of adoption of relevant procedure by LESCO officials for establishment of illegal abstraction including but not limited to the securing of meter, installation of check meter etc. as also envisaged in the clause 9.2.2 of CSM. However, the tempering was validated by the checking team, LESCO which in conjunction with the low consumption history in contrast with the preceding years corroborates the theft of electricity through meter tempering. However, as per the relevant clauses of CSM and after due consideration of the circumstantial evidence, revision of detection bills on the basis of sanctioned load in lieu of assessed load is also seems judicious.
- iv. Duly considering the above narration along with the fact that revenue loss claimed though detection bill by LESCO does not commensurate with previous consumption history and factual situation on ground, therefore, the same requires fair revision.

3. Foregoing in view, LESCO is directed to revise the detection bills for period of (3) months on the basis of respective sanctioned loads. LESCO is further directed to replace all defective meters with healthy meters without any further delay. Compliance report be submitted within (10) days.


(Ubaid Khan)

Member, Complaints Resolution
Committee/ Assistant Director (CAD)


(Engr. Dr. Bilal Masood)

Member, Complaints Resolution Committee
/Additional Director (CAD)

Lahore, December 16 , 2024