

**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.05/5006/2024  
October 18, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMEED ULLAH  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY  
(REF#01 11218 0074400 U)**  
Case No. LESCO-LHR-34886-02-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 18, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

  
**(Aisha Kalsoom)**  
Assistant Director (CAD)

**Copy to:**

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's 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 2nd Circle LESCO,  
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Township Division, LESCO  
132kv Grid Station Chandni Chowk Township, Lahore.
5. Mr. Hameed Ullah  
R/O KH No. 822, Bhatta No. 1, Near Hameedan Masjid,  
Keer Kilan, Lahore  
Cell#0313-5908164





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

**Complaint No. LESCO-LHR-34886-02-24**

Mr. Hameed Ullah,  
R/O KH No. 822, Bhatta No. 1, Near Hameedan Masjid,  
Keer Kilan, Lahore  
Cell#0313-5908164

..... Complainant

Versus

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

..... Respondent

Date of Hearing: March 07, 2024  
October 17, 2024

On behalf of:

Complainant: Mr. Hameed Ullah

Respondent: Mr. Mash'hood Ahmad, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMEED ULLAH  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO  
REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY  
(REF#01 11218 0074400 U)**  
Case No. LESCO-LHR-34886-02-24

**DECISION**

This decision shall dispose of the complaint filed by Mr. Hameed Ullah (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").

1. NEPRA received a complaint wherein it was submitted that the Complainant was charged with illegal detection bill and connection disconnected by LESCO. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO and hearings were held on March 07, 2024 and October 17, 2024 respectively at NEPRA Provincial Office, Lahore which were attended by both the parties (i.e., LESCO officials and the Complainant).

2. 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 is a domestic consumer of LESCO and has one connection installed at his premises in the name of Mr. Hameed Ullah S/O Baz Mehar under reference number 01 11218 0074400. The connection was installed on August 07, 2015. During the hearing, LESCO officials reported that the premises of the Complainant was checked on September 18, 2023 by LESCO (operation) team and found that direct supply was being used by the Complainant. Subsequently, LESCO charged him a detection bill of 3718 units during the month of November, 2023 for the period of six months w.e.f. April 2023 to September, 2023 on the basis of connected load i.e., (5.100 kW) to recover the loss sustained by LESCO. However, the Complainant stated that he has not used any direct supply and that he has a very low load and consumption history.


- ii. A review of the Complainant's billing history reveals an almost regular pattern of electricity consumption before and after the detection period (i.e., April to September 2023), making the consumption pattern regarding the claimed theft of electricity unascertainable. This fact disapproves the alleged theft.
- iii. 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 instant matter. Moreover, LESCO officials failed to provide any concrete video or pictorial evidence establishing the alleged theft, in noncompliance with Clause 9.1.4 of the CSM, despite having opportunities to present such evidence during the hearings. Hence, the frivolous detection bill charged for the excessive period of six months, based on checking performed by LESCO (operation) team only during September 2023 inconsiderate of none prior theft incidence recorded against the Complainant, is devoid of any merits and required to be withdrawn.

5۔ مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ نومبر 2023 میں بجلی چوری (Direct Supply) کی مد میں چارج کیا گیا 3718 یونٹس کا ڈیٹیکشن بل واپس لے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر بذمہ جمع کرائے۔



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, October 18, 2024

