

**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.05/6142-2024
December 19, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING RESTORATION OF ELECTRICITY SUPPLY
(REF #15-11244-1504800)
Case No. LESCO-LHR-46804-11-24**

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee dated December 19, 2024 regarding the subject matter for necessary action & compliance within seven (07) days, positively.


(Ubaid Khan)

Assistant Director (CAD)

Copy to:

1. C.E./Customer Services Director
LESCO, 22-A, Queens 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. 2nd Circle LESCO
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
4. XEN Samanabad Division, LESCO
18-E-1, Asif Street Nadeem Shaheed Road Union Park, Samanabad, Lahore.
5. Mr. Muhammad Abdullah
R/O Bhala Stop, Multan Road, Lahore.
Cell # 0323-8837063



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-46804-11-24

Mr. Muhammad Abdullah
Bhalla Stop, Multan Road, Lahore.

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Complainant

Versus

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

Respondent

Date of Hearing: November 20, 2024
December 16, 2024

On behalf of:

Complainant: Mr. M Abdullah

Respondent: 1) Mr. Muhammad Sagheer SDO (Operation), LESCO
2) Mr. Abdullah Revenue Officer, LESCO
3) Khawaja Abdul Manan Addl. DCM, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF ELECTRICITY SUPPLY**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Abdullah (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. Muhamad Abdullah wherein it was submitted that the Complainant's connection was disconnected by LESCO without serving any prior notice. The Complainant approached LESCO but the grievances of Complainant were not redressed. Accordingly, the matter was taken up with LESCO for submission of para wise comments/report. In response, LESCO reported that that the Complainant's meter was checked by M&T, LESCO during November, 2024 and the terminal block found tempered. Consequently, a detection bill of (776) units was charged to the Complainant for period of (3) months i.e. August, 2024 to October, 2024 along with registration of an FIR against the Complainant based on electricity theft.

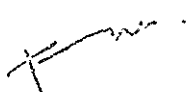
3. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which was attended by representatives of both the parties (i.e., LESCO and the Complainant) who advanced their arguments based on their earlier submission. The case has now been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- i. The Complainant's electricity connection installed against reference number (15-11244-1504800) located at Bhalla Stop, Multan Road, Lahore was charged detection bill of (776) units following the disconnection of impugned meter on account of the electricity theft through the meter tempering. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with the mala fide intent in the absence of any evidence.

- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of three months i.e. August, 2024 to October, 2024 on the basis of load while the same is inconsistent with the clause 9.2.3 (b) of Consumer Service Manual (CSM) for charging detection bill against consumer involved in the illegal abstraction i.e. meter tempering. As per which LESCO is restricted to charge detection bill for maximum period of (3) months in an order of priority i.e. the previous consumption history etc. as envisaged in the same clause which has not been followed by LESCO in 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 the illegal abstraction including but not limited to securing of meter, installation of check meter etc. as also envisaged in the clause 9.2.2 of CSM. Moreover, the same meter as allegedly considered tempered i.e. hole in body by LESCO, was later installed at the Complainant's premises instigating sheer and plain violation of prudent practices while further complicating the matter at hand. The same also corroborates the conclusion as drawn from the above that meter was wrongly declared as tempered by LESCO of which notion is reinforced in absence of any authentic M&T report lacking signature of senior LESCO officials & healthy outlook of the impugned meter.
- iv. Moreover, the Complainant maintained healthy electricity consumption during the detection period which does commensurate with the sanctioned/connected load. Thus, scrutiny of the Complainant's consumption does not reflect any considerable dip during disputed period in comparison with preceding months considering contention of the Complainant that the current residency of the premises was assumed at end of last year. Hence, detection bill charged to the Complainant is devoid of any solid/concrete grounds as revenue loss claimed through the same remains unproven by mere perusal of consumption history & factual situation on ground which fails to prove eligibility of the Complainant to be charged with the detection bill.

4. Foregoing in view, LESCO is directed to withdraw the detection bill and replace the installed meter to avoid further complications for which demand notice has already been paid by the Complainant. LESCO is also directed to pursue legal recourse to withdraw corresponding FIR registered against the Complainant. Compliance report be submitted within (7) days.

5. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ناجائز چارج کیا گیا 776 یونٹس کا ڈیٹیکشن بل ختم کرے۔ مزید پیچیدگیوں کو ختم کرنے کے لیے نصب میٹر کو تبدیل کریں جس کے لیے ڈیمانڈ نوٹس پہلے ہی شکایت کنندہ کے ذریعے ادا کیا جا چکا ہے۔ لیسکو کو یہ بھی ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کے خلاف درج متعلقہ ایف آئی آر کی درخواست واپس لے اور درج بالا احکامات پر تعمیل کی رپورٹ (7) یوم کے اندر دفتر بندہ جمع کرائے۔


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, December 19, 2024