



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.05/5600-2024
November 27, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN MASIH
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING DETECTION BILL (REF#07 11131 0701611 U)
Case No. LESCO-LHR-35457-03-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated November 27, 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. C.E/Customer Services 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 1st Circle, LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Ravi Road Division, LESCO
137-Block No. 03, Karim Park, Kacha Ravi Road, Lahore.
5. Mr. Adnan Masih.
R/O Mohallah Paracha Colony,
Near Rafique General Store, Shahdara Lahore.
Cell#0323-6644058





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

Complaint No. LESCO-LHR-35457-03-24

Mr. Adnan Masih,
R/O Mohallah Paracha Colony,
Near Rafique General Store, Shahdara Lahore.
Cell#0323-6644058

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: July 04, 2024

On behalf of:

Complainant: Mr. Adnan

Respondent: Mr. Ghazanfar Baig, SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN MASIH
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING DETECTION BILL (REF#07 11131 0701611 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Adnan Masih (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 a complaint wherein it was submitted that the Complainant was charged with illegal detection bill amounting to Rs. 167464/- during the month of December 2023. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant was found involved in using direct supply. Subsequently, the Complainant was charged with detection bill of 2496 units based on direct supply. In order to probe further into the matter, a hearing was held on July 04, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

3. 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. Adnan S/o Jan Masih with reference number 07 11131 0701613 under A-1a(01) tariff. The connection was installed on August 12, 2019. During the hearing, LESCO officials apprised that the premises of Complainant was checked on October 23, 2023 by LESCO (operation) team and found that direct supply was being used by the Complainant. Subsequently, the Complainant was charged with detection bill of 2496 units in December 2023 based on connected load (i.e., 2.97 kW + one AC) for the period of six months w.e.f. May 2023 to October 2023 to recover the loss sustained by LESCO.
- ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

| Month/Year | 2021 | 2022 | 2023 | 2024 |
|----------------|------------------|------------------|------------------|-----------------|
| January | 51 | 274 | 214 | 30 |
| February | 193 | 194 | 37 | 36 |
| March | 155 | 117 | 65 | 26 |
| April | 67 | 155 | 122 | 69 |
| May | 224 | 270 | 239 | 87 |
| June | 250 | 303 | 302 | |
| July | 290 | 340 | 327 | |
| August | 465 | 252 | 345 | |
| September | 295 | 274 | 374 | |
| October | 286 | 135 | 118 | |
| November | 117 | 57 | 52 | |
| December | 15 | 34 | 24 | |
| Average | 201/month | 200/month | 185/month | 49/month |

The above data indicates that the billing history of the Complainant is healthy, with an average consumption of 201 units per month in 2021, 200 units per month in 2022, 185 units per month in 2023, and 49 units per month in 2024. It is noteworthy that the complainant's consumption has decreased instead of increasing after the imposition of the detection bill. Additionally, LESCO officials failed to provide any proper evidence, such as photos or videos to establish theft of electricity supply/using direct supply. Furthermore, LESCO did not serve any prior notice to the Complainant regarding the imposition of the detection bill. Therefore, the detection bill charged to the Complainant seems unjustified and the same is required to be withdrawn.

- iii Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill thereto. However, LESCO has failed to justify charging of detection bill on the basis of theft of electricity and no evidence of using direct supply in accordance with the said clause of CSM has been provided.

4- مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ:

وہ شکایت کنندہ کو ماہ دسمبر 2023 میں بجلی چوری (Direct Supply) کی مد میں چھ ماہ کے لیے چارج کیا گیا 2496 یونٹس کا ڈسٹیکشن بل واپس لے اور 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)


(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, November 27, 2024

