



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.

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**Consumer Affairs
Department**

POL.05/682-2025
January 31, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAO MUHAMMAD IMRAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILLING (REF # 10-11431-0935401 U).

Complaint No. LESCO-LHR-46840-11-24

Please find enclosed herewith the decision of Complaints Resolution Committee (CRC), dated January 31, 2025 regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above

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 4th Circle LESCO,
District Complex, Okara, LESCO.
4. XEN Okara Division, LESCO
District Complex, Okara.
5. Mr. Rao Muhammad Imran
House No. 35, Main Street, Muhallah Qadir Colony,
District Okara.
Cell # 0321-6956475.


(Aisha Kalsoom)
Assistant Director (CAD)





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

Complaint No. LESCO-LHR-46840-11-24

Mr. Rao Muhammad Imran

House No. 35, Main Street, Muhalla Qadir Colony,
District Okara.

..... **Complainant**

VERSUS

Lahore Electricity Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing:

December 02, 2024

December 16, 2024

On behalf of

Complainant:

Mr. Rao Muhammad Imran

Respondent:

Mr. Zahid Parvaiz Masood, Addl. XEN (Operation), LESCO

Subject: COMPLAINT FILED BY MR. RAO MUHAMMAD IMRAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 10-11431-0935401 U).

DECISION

1. This decision shall dispose of the complaint filed by Mr. Rao Muhammad Imran (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 a complaint from Mr. Rao Muhammad Imran dated November 19, 2024 wherein the Complainant submitted that electricity meter installed against reference number (10-11431-0935401) was stolen by unknown thieves during the month of June, 2024 and direct electricity supply was subsequently restored by the concerned LESCO officials during July, 2024 after duly obtaining the relevant affidavit. Later, an unjustified detection bill of 1792 units based on direct electricity theft was charged by LESCO of which withdrawal was prayed by the Complainant. The matter was taken up with LESCO whereby LESCO vide a letter dated November 29, 2024 submitted that a detection bill of 1792 units was charged to the Complainant as the Complainant was found involved in direct electricity theft through LT line and an FIR based on theft has also been registered against the Complainant. In order to analyze the matter, two Nos. of hearings were held on December 02 and 16, 2024 at NEPRA Provisional Office, Lahore in attendance of both parties while matter remained inconclusive due to the conflicting arguments.

3. 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:

The Complainant's electricity connection installed against reference number (10-11431-0935401) located at House No. 35, Muhalla Qadir Colony, District Okara was charged a detection bill of (1792) units amounting to Rs. 100,000/- during November,



2024 on account of the direct theft of electricity while an FIR based on theft was also registered against the Complainant. The dispute raised by the Complainant was that the detection bill has been charged by LESCO with the mala fide intent while being irrespective of the load connected at the residential premises.

- 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 connected load i.e. (4.091) kW while same is inconsistent with clause 9.1.3(b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which LESCO is restricted to charge detection bill in an order of priority i.e. previous consumption history etc. as envisaged in same clause which was not followed by LESCO in instant matter.
- iii. During the hearing, it was revealed that the commission of theft was forcibly induced due to the inaction and delay caused by LESCO regarding installation of new meter despite payment of demand notice and several earlier requests made with LESCO by the Complainant. Since, it has been established that the Complainant's premises remained connected with the LESCO installations without any metering equipment during detection period validates charging of detection after careful perusal of higher load being used at the premises during the checking in contrast with as agreed i.e. (1) kW in accordance with the affidavit signed by the Complainant. However, it is of considered approach to analyze the consumption recorded in the preceding years for fair revision of detection bill as per clause 9.1.3 (b) which is as under:

Ref No. 10-11431-0935401					
Sr. No.	Month/Year	2021	2022	2023	2024
1	January	23	38	42	82
2	February	28	28	62	64
3	March	42	27	62	47
4	April	126	33	86	00
5	May	68	65	72	00
6	June	51	48	67	00
7	July	40	56	68	68
8	August	47	63	68	00
9	September	49	34	71	00
10	October	43	108	45	00
11	November	32	111	74	00
12	December	27	44	44	00

Scrutiny of the Complainant's previous electricity consumption reflects healthy and consistent consumption pattern with respect to the sanctioned load which disputes charging of such exorbitant detection bill of 1792 units & further satisfy applicability of actual consumption of corresponding months of previous year i.e. 2023 in order to meet nominal ranks of justice. Hence, detection bill charged to the Complainant is on the higher side and the same requires revision.

4. Foregoing in view, LESCO is directed to revise the detection bill for period i.e. August to October, 2024 as per actual consumption of the corresponding months of previous year i.e. 2023 as per which (184) units are to be charged instead of (1792) units. LESCO is also directed to restore the Complainant's electricity connection without any further delay. Compliance report be submitted within ten (10) days.



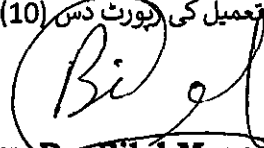
5- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ وہ پچھلے سال یعنی 2023 کے متعلقہ مہینوں کی اصل کھپت کے مطابق اگست سے اکتوبر 2024 تک کے ڈیٹیکشن بل پر نظر ثانی کرے جس کے مطابق (1792) یونٹس کے بجائے (184) یونٹ چارج کیے جائیں۔ لیسکو کو یہ بھی ہدایت کی جاتی ہے کہ شکایت کنندہ کا بجلی کا کنکشن بغیر کسی تاخیر کے بحال کیا جائے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر پیش کی جائے۔



(Aisha Kalsoom)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, January 31, 2025



(Engr. Dr. Bilal Masood)

Member, Complaints Resolution Committee
/Additional Director (CAD)

