



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD 05/ 209 -2025
January 15, 2025

Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

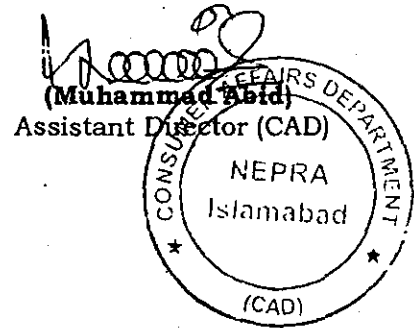
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BILAL S/O MUKHTAR AHMAD W.R.T. ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE DATED NOVEMBER 15, 2024 IN WRIT PETITION NO. 70928-2024 (A/C# 04 11735 0835509). LESCO-NHQ-47822-12-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated January 15, 2025, regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
4. Mr. Muhammad Bilal S/o Mukhtar Ahmad,
R/o Railway Bazar, Mobile Market, Kangan Pur,
Tehsil Chunian, District Kasur.
0322-6822228





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY (NEPRA)
Complaint No. LESCO-NHQ-47822-12-24

Mr. Muhammad Bilal S/o Mukhtar Ahmad
R/o Railway Bazar, Mobile Market, Kangan Pur,
Tehsil Chunian, District Kasur. 0322-6822228

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: December 17, 2024

On behalf of
Complainant:

1) Mr. Babar Ali

Respondent:

1) Mr. Faizan Qadir Executive Engineer (Opr), LESCO

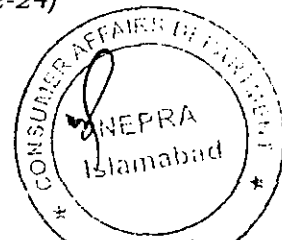
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
BILAL S/O MUKHTAR AHMAD W.R.T. ORDER OF HONORABLE LAHORE
HIGH COURT, LAHORE DATED NOVEMBER 15, 2024 IN WRIT PETITION
NO. 70928-2024 (A/C# 04 11735 0835509).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Bilal S/o Mukhtar Ahmad (hereinafter referred to as the "Complainant") against Lahore Electricity 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 order of the Honorable Lahore High Court Lahore dated November 13, 2024, in Writ Petition No. 70928/2024 regarding the complaint of Mr. Muhammad Bilal with the directions to dispose of the matter strictly in accordance with law within fifteen (15) days. Accordingly, the matter was taken up with LESCO and a hearing was held on December 17, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. LESCO in person and the Complainant online, wherein the matter was discussed in details. During the hearing LESCO submitted that the Complainant's connection was charged with three (3) different detection bills as tabulated below.

Month	Detection Period	Units	Load	Amount
8/2022	5/2021 to 7/2021	557	1.2 kW	16,085
4/2022	1/2022 to 3/2022	374	1.2 kW	11,355
6/2022	4/2022 to 6/2022	722	0.30 kW	24,749

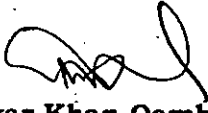



3. The dispute raised by the Complainant was that the detection bills have been charged by LESCO with the mala fide intent in the absence of any evidence.


4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. The Complainant's electricity connection was installed on August 20, 2020 against reference number (04 11735 0835509) and was charged 3 x detection bills in the months of August 2021, April, 2022, June 2022, amounting to Rs. 16,085/- (557 units), Rs. 11,355/- (374 units) and Rs. 24,749/- (722 units) respectively for a period of three months.
- ii. The Complainant was charged detection bills on the basis of alleged theft of electricity, clause 9.1.4 of CSM provides that the DISCO shall take photos and/or record video and exhibit before a competent forum as evidence of theft of electricity, however, LESCO failed to produce any such evidence to establish theft of electricity by the Complainant.
- iii. Clause 6.1.4 of CSM provides that "Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies". However, no such discrepancies was reported earlier.

5. Foregoing in view, the detection bills have been charged without any evidence as required under the provisions of CSM. In view of the said, LESCO is directed to withdraw the detection bills charged in the months of August 2021, April, 2022, June 2022, amounting to Rs. 16,085/- (557 units), Rs. 11,355/- (374 units) and Rs. 24,749/- (722 units). A report in this regard be submitted within twenty (20) days, positively.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan Ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (CAD)

Islamabad, January 15, 2025

