



National Electric Power Regulatory Authority

Islamic Republic of Pakistan

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Registrar

No. NEPRA/R/TCD.05 /3624 - 26

May 24, 2010

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

Subject: **Complaint filed by Engineer S. T. Hussain (Chief Executive)
M/s Consumer Awareness and Welfare Association against LESCO
regarding Notice for Disconnection of Electricity Supply**

Please find enclosed herewith the decision of Member (Consumer Affairs) in the subject matter for compliance within 30 days of the receipt of this letter.

Encl. As above

DD (CAD)
5-25/5

(Syed Safer Hussain)

Copy to:

1. C.E. / Customer Services Director
Lahore Electric Supply Company Ltd. (LESCO)
22-A, Queens Road,
Lahore
2. Engineer S.T. Hussain (Chief Executive)
M/s Consumer Awareness and Welfare Association
14-K, Commercial Area DHA
Lahore Cantt.

No. NEPRA/R/TCD.05 /3627.

Forwarded for information, please.

AD (C)

May 24, 2010

Registrar

Director (CAD) :

CC:

1. Chairman
2. Member (CA)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA

CCR No.05-2009

Engineer S.T. Hussain
Chief Executive, Consumer Awareness and Welfare Association
14-K, Commercial Area, DHA, Lahore Cantt, 54792

Complainant

Versus

Lahore Electric Supply Company

Respondent

Date of Hearing: April 05, 2010 and April 27, 2010

Date of Decision: May 17, 2010

Present: Mr. Shaqkat Ali Kundi (Member Consumer Affairs)

ON BEHALF OF:

Complainant: 1) Mr. Abdul Raheem Malik S/O M. Qamaruddin

Respondent: 1) Qazi Ifukhar Ahmed, Manager Operation South Circle
2) Mr. Farooq Sattar, Deputy Manager

IN THE MATTER OF:

COMPLAINT FILED BY ENGINEER S. T HUSSAIN (CHIEF EXECUTIVE) M/S
CONSUMER AWARENESS AND WELFARE ASSOCIATION AGAINST
RESPONDENT REGARDING NOTICE FOR DISCONNECTION OF ELECTRICITY
SUPPLY

(93)

DECISION

1. The background of the case is that Mr. S. T. Hussain (hereinafter referred to as "the Complainant") filed a complaint with Consumer Affairs Division, NEPRA which was received on April 17, 2009 stating that Lahore Electric Supply Company (hereinafter referred to as "the Respondent") delivered a notice at his residence that M&T of the Respondent during checking on April 02, 2009 detected two holes in the meter body and asking for submission of reply within 07 days and in case of non submission his supply will be disconnected and FIR will be lodged against him. He further stated that the meter is installed out side his premises across the road and is covered with the tree branches which covers the pole is neither responsible for making the hole in the meter nor obliged to guard the meter.
2. The complaint was referred to the Respondent by Consumer Affairs Division, NEPRA for investigation and redressal, vide letter dated April 24, 2009. In response, the Respondent vide letter dated July 07, 2009 reported that during checking by Metering Testing Team on April 02, 2009 it found that the consumer was stealing energy as there were two holes on the top of the meter and scratches on the name plate. For confirmation of the actual consumption of the energy, a check meter was installed on April 04, 2009. After installation of check meter it was observed that the consumption of the said connection was on the higher side while comparing with the consumption recorded on the said meter. Accordingly, a detection bill of 1025 units was charged for three months on the basis of previous year's energy consumption of the same months.
3. The report of the Respondent was communicated to the complainant on July 10, 2009 for his information and comments. The complainant vide his letter received in the Consumer Affairs Division on August 17, 2009 contended that the report of the Respondent is baseless and he was never involved in theft of electricity.
4. The case was referred back to the Respondent in the light of the observations of the complainant vide this office letter No. TCD.05/1307-2009 dated August 18, 2009 with the directions to reinvestigate the matter through a neutral committee and submit report within 20 days. Respondent vide his letter No. 58512-13 dated September 12, 2009 reported that an inquiry was conducted in the light of the directions of Consumer Affairs Division and that as per the report of the committee two holes were found on the upper side of the meter