



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**

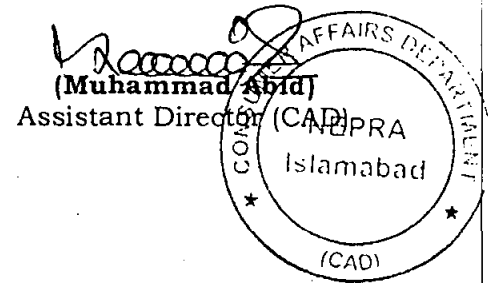
TCD.05/ 3137 -2023
July 31, 2023

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD SHEHBAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#10 11747 2491300 U) Case No. LESCO-NHQ-13523-06-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 31, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above



Copy to:

1. C.E./Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),
NEPRA Provincial Office, 1st Floor, Link Arcade,
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Mr. Tahir Mehmood Nadeem,
Manager/ Incharge Complaint Cell, (Focal Person for NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. XEN Phool Nagar Division, LESCO
WAPDA Colony Phool Nagar.
5. Mr. Muhammad Shehbaz S/O Din Muhammad,
R/O Kot Mul Khan, Mashmula Khadian
Chak No. 41, Tehsil Pattoki, District Kausr.
Cell#0346-5021855



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

Complaint No. LESCO-NHQ-13523-06-22

Mr. Muhammad Shehbaz S/O Din Muhammad Complainant
R/O Kot Mul Khan, Mashmula00 Khadian,
Chak No. 41, Tehsil Pattoki, District Kausr.
Cell#0346-5021855

Versus

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

Date of Hearing: September 10, 2022
January 26, 2023,
May 24, 2023,
June 20, 2023

**On behalf of:
Complainant:** Mr. Muhammad Zahid

Respondent: Mr. Haroon Ahmad, RO (Phool Nagar), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHEHBAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF#10 11747 2491300)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Shehbaz (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. 22690/- during the month of May 2022. The Complainant approached LESCO office but grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the Complainant was found involved in direct supply of electricity from main line. Therefore, the Complainant was charged detection bill of 1059 units for the period of three (3) months w.e.f. September, 2020 to November, 2020 on account of direct usage of electricity supply. The amount was deferred by the District & Session Court vide Order dated June 01, 2022 and now re-opened in the month of May, 2022. Later on the Complainant withdrawn his case from court for personal reasons.

Page 1 | 3



4. In order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Lahore which were attended by both the parties (LESCO officials & the Complainant).

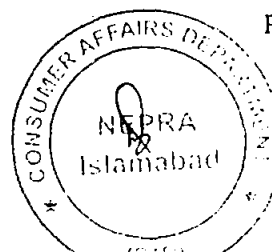
5. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- (i) The Complainant is a domestic consumer of LESCO and connection is installed under reference No. 10 11747 2491300 R. LESCO checked the premises on December 26, 2020 and charged detection bill of 1059 units on connected load (i.e. 3.44 kW) during the month of December, 2020 for the period of three (3) months w.e.f. September, 2020 to November, 2020 on account of direct usage of electricity supply. However, the Complainant filed a case against the said detection bill at District & Session Court whereby the court granted stay order. Therefore, LESCO deferred the amount of detection bill and issued current bill which was paid by the Complainant.
- (ii) Meanwhile the Complainant also filed a complaint before NEPRA during the month of June, 2022 and a hearing was held on September 10, 2022 at NEPRA Provincial Office, Lahore. During the hearing it was observed that the case was already under process at District & Session Court, therefore, the Complainant was informed that the matter cannot be adjudicated by NEPRA. However, the Complainant withdrew his case from the said Court and opted to process his case at NEPRA. On withdrawal of case from Court by the Complainant, LESCO again charged the deferred amount during the month of May, 2022.
- (iii) In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as under:-

Months	Year-2018	Year-2019	Year-2020	Year-2021
January	156	156	67	51
February	77	201	62	54
March	107	62	78	91
April	170	134	161	134
May	197	162	243	222
June	246	229	183	84
July	227	155	146	10
August	250	240	302	3
September	193	189	220	1
October	109	90	112	5
November	81	63	116	2
December	33	52	65	2
Average	154/month	144/month	146/month	55/month

The above data shows that the average consumption of the Complainant for three year i.e. 2018, 2019, 2020 is 154 units, 144 units and 146 units per month respectively. Moreover, average consumption of three months (149 units/month) when LESCO charged detection bill (September-November, 2020) is higher as compare to consumption of similar months of previous two years i.e. 2019 (114 units/month) and 2018 (127 units/month) respectively vis-à-vis actual consumption of the disputed period is slightly higher to the similar period of previous two years. The billing history shows that consumption is consistent over the years even after checking no increase in consumption has been observed. The billing history also shows no dips and irregular behavior in respective years. Furthermore, LESCO officials failed to provide any proper evidence to establish theft of electricity supply/using direct supply, therefore, detection bill charged to the Complainant is unjustified.

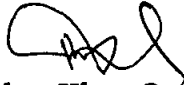
- (iv) Clause 9.2 of Consumer Service Manual (CSM) provides procedure for establishing illegal abstraction of electricity and charging of detection bill



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.

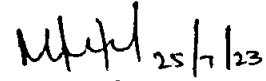
- (v) On a query, regarding drop in consumption after June, 2021, the Complainant apprised that his family has been shifted to Lahore and they visit their native house occasionally, therefore, consumption is low.

6. LESCO has charged detection bill on the basis of allegation of theft of electricity, however, no such evidence was provided, therefore, LESCO is directed to withdraw the detection bill of 1059 units charged to the Complainant during the month of May, 2022 and electricity supply be restored immediately after payment of other outstanding dues (if any). Compliance report be submitted within fifteen (15) days.



(Lashkar Khan Qambrani)

Member, Consumer Complaints Tribunal/
Director (CAD)



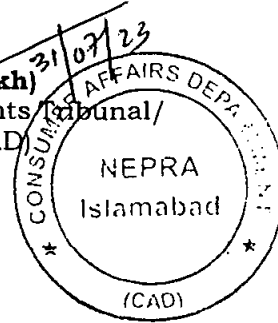
(Moqem-ul-Hassan)

Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, July 31, 2023.