



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**

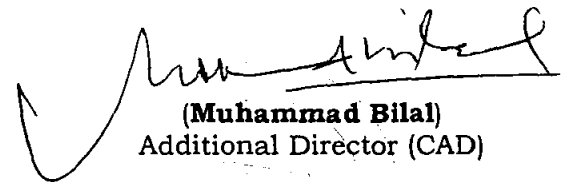
TCD 05/ 5465 -2023
November 28, 2023

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. SHEHZAD MEHMOOD BUTT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (A/C# 09 11154 0838608) LESCO-NHQ-21669-05-23**

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated November 28, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Ms. Masooma Adil,
Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queen's Road, Lahore.
Email: dmcs1lesco@gmail.com
4. Mr. Shehzad Mehmood Butt,
H. No. 01, Street 55, Makhan Pura Road,
Chah Miran, Lahore.
03008896855



BEFORE THE
National Electric Power Regulatory Authority
(NEPRA)
Complaint No. LESCO-NHQ-21669-05-23

Mr. Shehzad Mehmood Butt,
H. No. 01, Street 55, Makhan Pura Road,
Chah Miran, Lahore. Contact: 03008896855

.....Complainant

Versus

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

..... Respondent

Date of Hearing: June 13, 2023
September 25, 2023

On behalf of:
Complainant: Mr. Shehzad Mehmood Butt

Respondent: Mr. Shujaat Ali, XEN LESCO
Mr. Saghir Ahmed, SDO
Mr. Javed Ahmed, Revenue Officer, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHEHZAD MEHMOOD BUTT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (A/C# 09 11154 0838608).

DECISION

This decision shall dispose of the complaint filed by Mr. Shehzad Mehmood Butt (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. Brief facts of the case are that LESCO charged a detection bill on July 29, 2020 amounting to Rs. 113,265/- for 4087 units to the Complainant for the period from April, 2020 to July, 2020 on the basis of direct supply of electricity which amounts to offence of theft, therefore, FIR was lodged against the Complainant. The Complainant apprised that the Court of Mr. Muhammad Yaseen Mohal, Additional Session Judge, Lahore has disposed of his case by pardoning him being first offender and placed him on probation for a period of one year. The Complainant further submitted that during the probation period the Complainant cleared all bills issued by LESCO and never committed the offence of abstraction of electricity again, therefore, detection bill charged by LESCO be withdrawn. In this regard, LESCO officials also did not submit any record of abstraction of electricity during the period of probation i.e. one year. In order to finalize the case hearings were held at NEPRA Head Office, Islamabad which was attended by both the parties.

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Scrutiny of documents further revealed that LESCO did not charge the detection bill in accordance with relevant provisions of Consumer Service Manual (CSM). According to CSM, detection bill is to be charged in order of priority on the basis of previous consumption, future consumption and on load basis. In the instant case, previous consumption is very less which is doubtful, however, highest consumption i.e. 658 units was observed during the month of August, 2021, therefore, detection bill is required to be revised for four months on the basis of highest consumption i.e. 658 units per month.

4. Foregoing in view, LESCO is directed to revise the detection bill of the Complainant on the basis of highest consumption observed during the month of August, 2021 i.e. 658 units per month for a period of four (04) months i.e. April, 2021 to July, 2021 and already charged units during the said period be adjusted accordingly. Detection bill be charged on the basis of tariff rates as applicable during the respective months. Compliance report be submitted within fifteen (15) days.



(Lashkar Khan Qambrani)
Member (Consumer Complaints Tribunal)/
Director (CAD)



(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal
Assistant Legal Advisor



(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, November 28, 2023