



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05/1138-2025
March 18, 2025

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

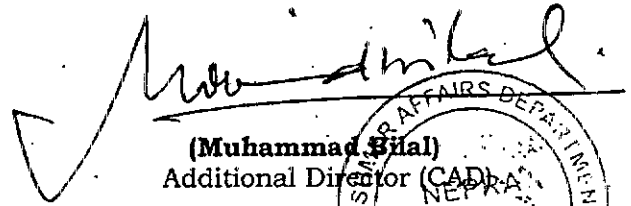
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IQBAL ANJUM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIALS REGARDING DETECTION BILL (REF#45 11714 1681801 U) LESCO-LHR-43152-08-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee, dated March 18, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's 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. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E Kasur Circle LESCO,
Kaim Kam Road, WAPDA Complex, Lahore.
5. XEN Kasur City, LESCO
Kaim Kam Road, WAPDA Complex, Lahore.
6. Mr. Muhammad Iqbal Anjum,
R/O 491, Block A, Central Park, Ferozeur Road, Lahore
Cell#0321-9414988


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)



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

Complaint No. LESCO-LHR-43152-08-24

Mr. Muhammad Iqbal Anjum,
R/O 491, Block A, Central Park, Ferozeur Road, Lahore
Cell#0321-9414988

Complainant

Versus

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

..... Respondent

Date of Hearing: February 25, 2025

On behalf of:

Complainant: Mr. Muhammad Iqbal Anjum

Respondent: Mr. Rang Illahi, TA, XEN, LESCO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IQBAL ANJUM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIALS REGARDING DETECTION BILL (REF#45 11714 1681801 U) Case No. LESCO-LHR-43152-08-24

Let...
22 A

DECISION

1. This decision shall dispose of the complaint filed by Mr. Muhammad Iqbal Anjum (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").

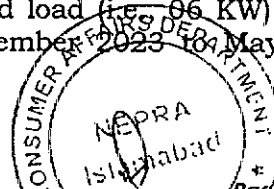
2. NEPRA received a complaint wherein it was submitted that LESCO has lodged an FIR against him based on fake report of using direct supply. Additionally, LESCO charged a detection bill amounting to Rs. 502898/- The Complainant approached LESCO but the grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA seeking resolution of his complaint and redressal of his grievances.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit report within stipulated time period.

4. In order to probe further into the matter, a hearing was held at NEPRA Provincial Office, Lahore which was attended by representatives of both parties (i.e., LESCO and the Complainant) who advanced their arguments based on their earlier submissions.

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

1. The Complainant is an agricultural consumer of LESCO and the connection installed at his premises in the name of Mr. Muhammad Iqbal Anjum under D-2b(50)T tariff having reference number i.e. 45 11714 1681801 U. During the hearing, LESCO reported that the premises of the Complainant was checked on July 03, 2024 by LESCO (Operations) team and found that the Complainant was using direct supply. Subsequently, the Complainant was charged with detection bill of 13111 units in June 2024 based on connected load (i.e. 96 KW) and 80% load factor for the period of six months w.e.f. December 2023 to May 2024 to recover the loss sustained by LESCO.



- ii. In order to arrive at an informed decision, billing data of the Complainant has been analyzed. The billing history of the Complainant is as follows:

Month/Year	2022	2023	2024
January	1438	1087	831
February	1501	1477	955
March	2078	1420	1377
April	2609	1652	1520
May	3138	2028	2227
June	2418	1484	1699+13111 D-Bill
July	1715	2219	1124
August	2074	2541	883
September	1835	2544	1380
October	1820	942	1842
November	1543	1209	1439
December	1422	1003	1375

Perusal of the Complainant's billing history and a detailed analysis of documentary evidence submitted by both parties along with their respective arguments reveals consistently regular pattern of electricity consumption prior and following the detection period i.e. December 2023 to May 2024 rendering only consumption pattern unascertainable regarding the claimed theft of electricity.

- iii. Hence, the detection bill charged for the excessive period of six months, based on checking performed by LESCO during July, 2024 inconsiderate of none prior theft incidence recorded against the Complainant, is devoid of any merits and is required to be withdrawn.

6. Foregoing in view, LESCO is directed to withdraw the detection bill of 13111 units, charged to the Complainant in June, 2024. Compliance report be submitted to this office within fifteen (15) days.

7. مندرجہ بالا حقائق کے پیش نظر، لیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو ماہ جون 2024 میں چارج کیا گیا 13111 یونٹس کا ڈیٹیکشن بل ختم کرے اور درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) یوم کے اندر دفتر بذمہ جمع کرانے۔



(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan ul Haq)

Member Complaints Resolution Committee
/Assistant Legal Advisor (CAD)


(Naweed Hani Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, March 18, 2025

