



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.05/2) $\frac{\dot{\ell}}{\ell}$ / $\frac{\dot{\ell}}{\ell}$ -2025 June 27, 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 YOUNIS S/O MUHAMMAD SHABBIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 07 11129 1380600).

LESCO-NHQ-45089-10-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated June 27, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director, LESCO, 22-A, Queen's Road, Lahore.

 Director (Commercial), LESCO, 22-A, Queen's Road, <u>Lahore</u>.

 Incharge Central Complaint Cell, LESCO & -Focal Person to NEPRA, LESCO, 22-A, Queens Road, <u>Lahore</u>. 042-99204859

4. Mr. Muhammad Younis S/o Muhammad Shabbir, Budha Dharha, Qesar Town, Shahdara, Lahore.

(Muhammad Abid)
Assistant Director (CAD)

(CAD



BEFORE THE NATIONAL ELECTRIC POWER REGULATORY AUTHORITY (NEPRA)

Complaint No. LESCO-NHO-45089-10-24

Mr. Muhammad Younis,Budha Dharha, Qesar Town, Shahdara,
Lahore.

..... Complainant

Versus

Lahore Electric Supply Company (LESCO), 22-A, Queens Road, <u>Lahore</u>.

..... Respondent

Date of Hearing:

December 03, 2024

On behalf of:

Complainant:

Mr. M. Younis

Respondent:

Mr. Muhammad Saadat, XEN

Subject:

DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUNIS S/O MUHAMMAD SHABBIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF BILL (A/C# 07 11129 1380600).

This decision shall dispose of the complaint filed by Mr. Muhammad Younis S/o Muhammad Shabbir, Budha Dharha, Qesar Town, Shahdara (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. The Complainant in his complaint submitted that LESCO has illegally charged a detection bill on allegation of use of direct supply. The Complainant requested for withdrawal of the detection bill. The matter was taken up with LESCO and hearings were held regarding the matter.
- 3. During the hearings, LESCO submitted that the Complainant was involved in theft of electricity through direct supply from main line and thus a detection bill of 1120 units for the period from February 2024 to July 2024 (06) months was charged to the Complainant. The Complainant informed during the hearing, that direct supply was used by his neighbour and detection bill was mistakenly charged to him. The billing history of the complainant is as under:

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Month	Year			
	2021	2022	2023	2024
January	141	14	57	50
February	96	44	30	41
March	127	52	56	43
April	169	169	76	93
May	163	293	90	86
June	171	295	111	162
July	83	0	134	207
August	106	0	129	197
September	112	0	129	-
October	143	0	121	-
November	0	125	69	-
December	27	68	46	-

The above billing history of the Complainant's energy meter reveals that the consumption is normal and no variation in consumption is found before and after the issuance of the impugned detection bill which supports the argument of the Complainant that he was not involved in theft of electricity. Moreover, LESCO has failed to provide any evidence to establish that the complainant was involved in theft of electricity as required under the provision of Consumer Service Manual (CSM).

4. Foregoing in view, LESCO is directed to withdraw the detection bill of 1120 units charged to the Complainant. The revised bill be issued to the Complainant within 30 days.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/ Director (CAD) (Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/ Assistant Legal Advisor

> REPRA Siamabar

> > (CAD

(Naweed Illahi Shaikh)

Convener, Complaints Resolution C

Director General (CAD)

Islamabad, June 27, 2025