



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
**Provincial Office**

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,  
Link Road, Model Town, Lahore.  
Phone: 042-99333931

**Consumer Affairs  
Department**

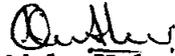
POL.05/2850-2024  
June 28, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING AND RESTORATION OF ELECTRICITY SUPPLY (REF#24 11738 0024009 R)**  
Case No. LESCO-LHR-39049-06-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated June 28, 2024 regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above

  
**(Aisha Kalsoom)**  
Assistant Director (CAD)

**Copy to:**

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Rana Rizwan Sibghat Ullah, Manager/Incharge  
Central Complaint Cell LESCO, (Focal Person, NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
3. S.E Kasur Circle LESCO,  
Kaim Kam Road, Wapda Complex, Kasur.
4. XEN Chunian, LESCO  
WAPDA Colony Changa Manga Lahore, Chunian.
5. Mr. Tariq Iqbal  
R/O Haibabad Chunian Road, Kasur.  
Cell#0300-7532279





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

**Complaint No. LESCO-LHR-39049-06-24**

**Mr. Tariq Iqbal,**  
R/O Habibabad Chunian Road, Kasur.  
Cell#0300-7532279

..... **Complainant**

Versus

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

..... **Respondent**

**Date of Hearing:** May 25, 2024

**On behalf of:**

**Complainant:** Mr. Tariq Iqbal

**Respondent:** Mr. Zulfiqar, SDO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING AND RESTORATION OF ELECTRICITY SUPPLY (REF#24 11738 0024009 R)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Tariq Iqbal (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's industrial connection was disconnected by LESCO due to mala fide intent of LESCO officials. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO and a hearing was held on June 26, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

3. 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.

- i. The Complainant is an industrial consumer of LESCO and has one connection installed at his premises in the name of M/s Naat Steel & Metal limited under B-3 tariff having reference number i.e. 24-11738-0024009. Perusal of the documentary evidence reveals that LESCO had charged a detection bill of 134656 units against another/separate industrial connection under B-2 tariff owned by Mr. Muhammad Yousaf having reference no. 24-11732-1715100 on the basis of direct supply for the period of (07) days i.e., December 11 to December 17, 2023. Upon non-payment of which, LESCO, later, proceeded for the disconnection of industrial connection of the Complainant on the pretext of non-payment of arrears pending against reference number 24-11732-1715100 i.e. of Mr. Muhammad Yousaf.
- ii. The analysis reveals that the disconnection of the Complainant's connection was carried out unilaterally and without any connection to the disputed bill charged against Mr. Muhammad Yousaf. The Complainant owns two separate premises: one for personal use and the other rented out to Mr. Yousaf Khan, who was granted an NOC to obtain an industrial connection. Subsequently, Mr. Yousaf Khan acquired

an industrial electricity connection from LESCO under reference no. 24-11732-1715100. However, this connection later defaulted, leading LESCO to unlawfully disconnect the Complainant's separate connection under reference no. 24-11738-0024009 R in an attempt to recover Mr. Yousaf Khan's outstanding dues. Furthermore, a thorough review of available documentary evidence underscores that both industrial connections were established independently, with separate ownerships and situated in physically adjoining yet distinct premises. This arrangement confirms that they bear no financial responsibility or connection to each other. During the hearing, LESCO officials failed to establish any pertinent link between the Complainant's connection and Mr. Muhammad Yousaf's connection.

- iii. Moreover, LESCO officials failed to provide any concrete video or pictorial evidence of electricity theft against the Complainant while the honorable Civil Court has also dismissed the FIR lodged by LESCO against the owner of connection installed against reference number i.e. 24-11732-1715100 i.e. Mr. Muhammad Yousaf due to lack of evidence, thus, further discrediting LESCO's allegation against Mr. Muhammad Yousaf and corresponding detection bill which essentially caused the disconnection of Complainant's premises.
- iv. According to clause 8.2.8 of the Consumer Service Manual (CSM) if more than one connection exists in the name of single owner and any of the connections defaults, and the DISCO allots permanent disconnection code as per procedure, in such a case the DISCO may transfer the outstanding dues of the defaulting connection to the other running connection(s) of the same owner for recovery purposes. In light of the above, even considering the contention of LESCO regarding the authenticity of detection bill charged to Mr. Muhammad Yousaf, the corresponding arrears can only be transferred to another connection owned by Mr. Muhammad Yousaf, which in contrast, has been transferred against the Complainant (i.e., reference no. 24 11738 0024009 R) while the connection has been disconnected before last date of payment having no previous outstanding amount, in a direct violation of the relevant clauses of CSM.
- v. Furthermore, the case involving Mr. Yousaf Khan is currently being adjudicated by NEPRA, and it will be decided on its merits.

4. Foregoing in view, LESCO is directed to restore the connection of the Complainant against reference no. 24 11738 0024009 R and submit report to this office within ten (10) days.

5- مندرجہ بالا حقائق کے پیش نظر لیسکو کو کہدائت کی جاتی ہے کہ وہ:

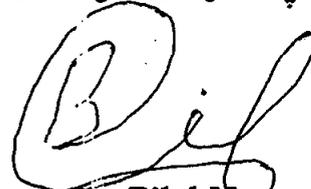
(الف) شکایت کنندہ کا منقطع کیا گیا کنکشن (24 11738 0024009 R) فی الفور بحال کیا جائے۔

(ب) تعمیل کی رپورٹ دس (10) دنوں کے اندر دفتر ہذا میں جمع کروائی جائے۔



(Aisha Kalsoom)

Member Complaints Resolution  
Committee/Assistant Director (CAD)



(Engr. Dr. Bilal Masood)

Member Complaints Resolution  
Committee/Additional Director (CAD)

Lahore, June 28, 2024

