



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**

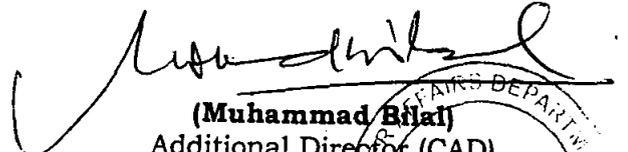
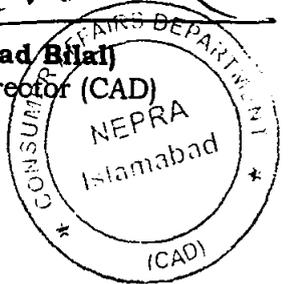
TCD.05/ 1617 -2024
April 4, 2024

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 TAHIR S/O MUHAMMAD AASHIQ (LATE), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (A/C# 26 11335 0887120, 20 11335 0887120).**
LESCO-NHQ-32943-12-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated April 4, 2024, regarding the subject matter for necessary action and compliance.

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, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. Mr. Muhammad Tahir S/o Muhammad Aashiq (Late),
House No. 8, Street No. 10, Rehman Street (Raam Gali),
Lahore.
0323-5504319



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-32943-12-23.

Mr. Muhammad Tahir, **Complainant**
s/o Muhammad Aashiq (Late)
House # 8, Street # 10, Rehman Street (Raam Gali),
Lahore. Cell# 0323-5504319.

Versus

Lahore Electric Power Company (LESCO) **Respondent**

Date of Hearing: February 16, 2024
March 05, 2024

On behalf of:
Complainant: Mr. Muhammad Tahir S/O Muhammad Aashiq (Late).

Respondent: Mr. Shahzaib, Addl. XEN, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD TAHIR S/O MUHAMMAD AASHIQ (LATE) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING ARREARS IN THE BILL (A/C # 26 11335 0887120, 20 11335 0887120)**

Decision

This decision shall dispose of the complaint filed by Mr. Muhammad Tahir s/o Muhammad Aashiq (Late), (hereinafter referred to as "the Complainant") against Lahore Electric Power 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 from Mr. Muhammad Tahir s/o Muhammad Aashiq (Late) wherein the Complainant agitated the issue regarding arrears in the bill. Accordingly, the matter was taken up with LESCO, however, LESCO failed to submit report. In order to proceed further, a hearing was held on March 05, 2024 at NEPRA Head Office, Islamabad. The hearing was attended by both the parties (LESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, the Complainant apprised that his father Mr. Muhammad Aashiq (Late) had a commercial connection against reference number 26 11335 0887120 during the year 1997 which was disconnected during the year 2000, however, LESCO has served a notice dated December 15, 2023 to the Complainant regarding clearance of outstanding dues.



3. The case has been examined in detail in the light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been concluded:

- (i) Father (late) of the Complainant was a consumer of LESCO under reference No. 26 11335 0887120 & 20 11335 0887120, however, the said connections were disconnected on January 30, 2000 due non-payment. LESCO has served a notice dated December 15, 2023 to the Complainant for clearance of outstanding dues amounting to Rs. 10,86,539/- against the premises otherwise to face disconnection of all connections installed on his name.
- (ii) During the hearing held February 16, 2024 LESCO was directed to submit detailed report and break-up of outstanding amount as claimed by LESCO against the Complainant vide notice dated December 15, 2023. In next hearing held on March 05, 2024; LESCO vide report dated March 03, 2024 submitted that the Complainant has constructed a multi storey building/plaza (approximately 200 shops) which required external electrification alongwith clearance of above mentioned outstanding dues which are against the name of late father of the Complainant. In the same report LESCO admitted that no further record/details have been found pertaining to outstanding dues amounting to Rs.10,86, 539/- being an old case. LESCO has issued notice to the Complainant for recovery of this impugned amount after period of more than 20 years without any detail/break-up.
- (iii) Moreover, LESCO vide report dated March 04, 2024 apprised that the Complaint should not be processed being time barred as the same was lodged after lapse of more than ten (10) years. In this regard it is noted that LESCO has issued notice for recovery of outstanding dues on December 15, 2023 and the Complainant has submitted the complaint within a year in accordance with Clause-3 of NEPRA Complaint Handling and Dispute Resolution Procedure Rules- 2015 which provides that a complaint shall be filed within period of one year from the accrual of the cause of action. Therefore, plea of LESCO w.r.t. time barred is hereby rejected.
- (iv) During the hearings LESCO officials submitted that during a campaign against theft carried out in 1990s era, father (late) of the Complainant was issued a detection bill on account of theft of electricity (direct supply). On request of the consumer (father of the Complainant) installments were made for recovery of the said detection bill. Father of the Complainant paid some installments and upon default of remaining installments, the said connections (26 11335 0887120 & 20 11335 0887120) were disconnected on January 30, 2000, however, no relevant documentary proofs (billing history, detection bills, ERO etc) were provided by LESCO.
- (v) Moreover, during the hearing it was revealed that presently five connections are running at the impugned premises under reference No. 10 11335 0990502 (with 1 kW sanctioned load), 10 11335 0990600 (with 1 kW sanctioned load), 09 11335 0972900 (with 1 kW sanctioned load), 09 11335 0973000 (with 1 kW sanctioned load), and 10 11513 0129201 (with 2 kW sanctioned load). The Complainant apprised that he is regularly paying electricity bills against all connections and LESCO has never claimed any arrears in previous twenty (20) years. The version of the Complainant can be

verified from report of LESCO dated March 04, 2024 whereby it has been apprised by LESCO that no excessive billing/adjustment was made to the consumer in last 10 years. In view of the said charging of arrears by LESCO after lapse of about 20 years without any proper detail/record/ break-up etc. is not justified, therefore, the same is required to be withdrawn. The Complainant is liable to apply for proper external electrification of the building as per provisions of Consumer Service Manual (CSM).

4. Foregoing in view, LESCO is directed to withdraw notice dated December 15, 2023 issued to the Complainant for clearance of outstanding dues amounting to Rs. 10,86,539/- after lapse of 20 years. LESCO is further directed to process the case of external electrification of premises/building as per provisions of Consumer Service Manual (CSM). Further proceedings in the matter are being closed by this office in above terms.

4- مندرجہ بالا حقائق کے پیش نظر لیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کے خلاف واجب الادا رقم مبلغ /- 1086539 روپے کی بابت 15 دسمبر 2023 کو جاری کیے گئے نوٹس کو واپس لے لیسکو کو مزید ہدایت کی جاتی ہے کہ شکایت کنندہ کے ایکسٹرنل ایکٹریٹیشن (External Electrification) کی متعلق کیس کو کنزیومر سروس مینٹول (CSM) کی متعلقہ شقوں کے مطابق حل کرے۔ اوپر بیان کردہ ہدایات کی روشنی میں اس

کیس میں مزید کارروائی بند کی جارہی ہے۔

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)

(Moqem ul Hassan)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Ilyahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, April 04, 2024

