



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/ 2762 -2025
July 10, 2025

Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

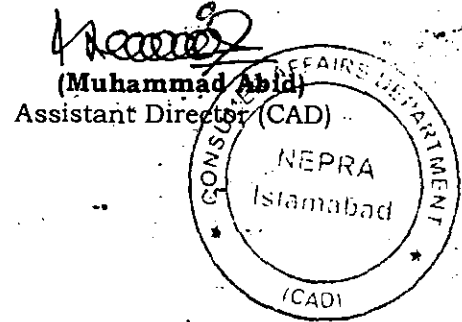
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. EJAZ ANWAR, MANAGING PARTNER, M/S MILLENNIUM LAND DEVELOPMENT & ZAITOON PROPERTIES, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING DISCONNECTION OF TEMPORARY CONNECTIONS.**
LESCO-NHQ-35668-03-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated July 10, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Chief Engineer (Planning),
LESCO, 22-A, Queen's Road, Lahore.
3. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
042-99204859
4. Executive Engineer/ XEN (Operation),
Raiwind Division, LESCO,
Near Khara Chowk, Lahore Road,
Raiwind.
5. Mr. Ejaz Anwar, Managing Partner,
M/s Millennium Land Development & Zaitoon Properties,
57-C-II, Gulberg-III, Lahore.
0300-6488384





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

Complaint No. LESCO-NHQ-35668-03-24

Mr. Ejaz Anwar, Managing Partner,
M/s Millennium Land Development & -
Zaitoon Properties,
57-C-II, Gulberg-III, Lahore.
0300-36488384

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)
22-A, Queen's Road, Lahore.

..... **Respondent**

Date of Hearing(s): August 13, 2024,
September 10, 2024 &
May 20, 2025

**On behalf of
Complainant:** Mr. Muhammad Saghir Dar

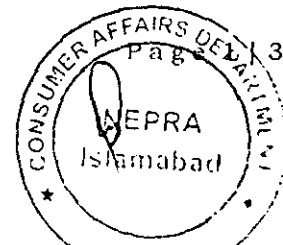
Respondent: 1) Mr. Rana Abid Dilshad, Addl. Director Planning (LESCO),
2) Chief Engineer (P&D), LESCO.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. EJAZ ANWAR,
MANAGING PARTNER, M/S MILLENNIUM LAND DEVELOPMENT &
ZAITOON PROPERTIES, UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST LESCO REGARDING DISCONNECTION OF
TEMPORARY CONNECTIONS.**

DECISION

This decision shall dispose of the complaint filed by Mr. Ejaz Anwar, Managing Partner, M/s Millennium Land Development & Zaitoon Properties (hereinafter referred to as the "Complainant" or "Sponsor") against Lahore Electric Supply Company (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 brief facts of the case are that the Complainant filed a complaint before NEPRA wherein it was submitted that Millennium Land Development and Zaitoon Properties, a partnership firm engaged in the construction and development of housing societies; had fulfilled all the legal requirements and had obtained technical sanction for energization of housing scheme named "New Lahore City" at Mouza Sultankey, Tehsil Raiwind, District Lahore. The energization plan of the housing society included underground external electrification as well as the construction of a dedicated grid station to meet electricity requirements of the housing scheme. In this regard, the Complainant applied for temporary electricity connection to facilitate ongoing operations until completion of development work at the housing society but due to extensive work involved, the electrification and development work could not



be completed within the anticipated time and the Complainant had to apply for the extension of temporary connections. Despite this, LESCO did not extend the validity of the temporary connections without providing any justifiable reason. The Complainant emphasized that significant financial investment had been made to complete the electrification work of the housing society, all the legal requirements had been met and monthly electricity dues were being paid without any default. Therefore, they requested to issue orders to LESCO to extend the validity of the temporary connection without further delay.

3. The subject matter was taken up with LESCO. However, LESCO failed to submit the required report within stipulated time. In order to finalize the matter, hearings were held at NEPRA Head Office Islamabad, which were attended by both the parties wherein the matter was discussed in detail. During the hearings, LESCO submitted that the Complainant had obtained seven (7) temporary connections for the New Lahore City housing scheme from LESCO for specific periods which were extended from time to time upon the application of the consumer. However, during a site visit by LESCO representatives in March 2023, it was observed that 04 out of 07 which are involved in re-sale of electricity to the residents of the society, contrary to their sanctioned purpose, which was limited to the facilitation of development and construction of the housing society. LESCO further asserted that the substantial electricity consumption from temporary connections also supported the claim of misuse for resale of electricity to the residents, therefore, in light of the Consumer Service Manual (CSM) the connections had to be disconnected and further extension in temporary connections would further facilitate the resale activity. The Complainant argued that the disconnection of power supply would severely affect the progress of the development work, furthermore, the temporary connections were supplied at a higher tariff rate than regular tariff, therefore, there was no financial loss to LESCO as monthly bills were being paid regularly and electricity supplied was being charged at a higher rate.

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

- (i) The Complainant's partnership firm namely Millennium Land Development and Zaitoon Properties obtained technical sanction for energization of housing scheme named "New Lahore City" at Mouza Sultankey, Tehsil Raiwind, District Lahore. The energization plan of the housing society included underground external electrification as well as the construction of a dedicated grid station to meet electricity requirements of the housing scheme.
- (ii) Ultimate load of the society is 32-MW and LESCO awarded Technical Clearance (TC) vide letter dated October 21, 2021 for carrying out external electrification of the society by the Sponsor through authorized vendors/firms of LESCO.
- (iii) The sponsor approached to LESCO for extension of temporary connection, however, LESCO did not approve the same. Clause-3.3.1 of the Consumer Service Manual (CSM) describes the procedure for temporary connection for construction purpose as follows:

"A temporary electric power supply connection shall be provided by DISCO initially for a period of six months which is further extendable on three months basis up to completion of the specific job/project for which the temporary connection was obtained. However, there is no minimum time period for provision of temporary connection. The sanctioning officer shall ensure that the temporary connection will be utilized for temporary purpose only." Clause-3.4.3 of the CSM further states, "DISCO shall

disconnect the temporary connection without notice whenever it is no longer temporary in nature, or it is used for any other purpose."

- (iv) LESCO denied further extension in temporary connection to the Complainant based on the site visit conducted by its representatives, which revealed that temporary connections were being used for resale of electricity to residents of the housing scheme rather than development of the housing scheme.


5. Foregoing in view, the request of the Sponsor for extension in temporary connections cannot be accorded as the Complainant does not qualify for extension of temporary connections as per provisions of Consumer Service Manual (CSM). The sponsor is directed to expedite electrification work without further delay to avoid resale of electricity. Further proceedings in the matter are being closed in above terms.

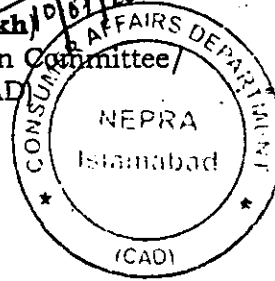

(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (Consumer Affairs)


(Muhammad Irfan ul Haq)

Member Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Ulahi Shaikh)
Convener Complaints Resolution Committee/
Director General (CAD)



Islamabad, July 10, 2025