



**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.05/4943-2025
August 04, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SARFRAZ AHMAD BAJWA
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
DISCONNECTION OF ELECTRICITY SUPPLY (REF# 24 11642 2601007 U)**
Case No. LESCO-LHR-57869-07-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated August 04, 2025 regarding the subject matter for necessary action, please.

Encl: As above

Copy to:

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E Sheikhupura, LESCO
Lahore-Sargodha Road, Near Regal Cinema, Sheikhupura.
4. XEN Muridke, LESCO
Banglow Puli Stop, Bungla Road, Sheikhupura.
5. Mr. Sarfraz Ahmad Bajwa
R/O 242 F 3 Johar Town, Lahore.
Cell# 0300-7769460


(Aisha Kalsoom)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-57869-07-25

Mr. Sarfraz Ahmed Bajwa
24-F-3 Johar Town, District Lahore.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: July 29, 2025

Complainant: Mr. Sarfraz Ahmed Bajwa

Respondent: Mr. Jawad Revenue Officer, LESCO

SUBJECT: COMPLAINT FILED BY MR. SARFRAZ AHMED BAJWA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING FIXED CHARGES (REF # 24-11642-2601007).

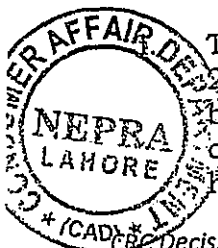
DECISION

This decision shall dispose of the complaint filed by Mr. Sarfraz Ahmed Bajwa (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as the "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. Sarfraz Ahmed Bajwa dated July 15, 2025 wherein the Complainant submitted that the application of temporary disconnection of its industrial connection was approved by LESCO dated May 29, 2025. The Complainant further submitted that an exorbitant and unjustified bill was also charged during June, 2025 by LESCO of which withdrawal was prayed by the Complainant. The matter was taken up with LESCO and a hearing was held at NEPRA Provincial Office, Lahore on July 29, 2025 whereby the matter was discussed in detail in attendance of both the parties.

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

The Complainant's industrial connection i.e. B2 against reference number (24-11642-2601007) located at GT Road, Muridke, District Shiekhupura was charged electricity bill amounting to Rs. 188,721/- by LESCO during June, 2025 on account of the fixed charges. The issue raised by the Complainant was that the mala fide exorbitant bill has been charged by LESCO inconsiderate of the fact that the connection was already



disconnected preceding to the month of June, 2025, disputing the application of fixed charges.

- ii. Perusal of the documentary evidence reveals that the Complainant was levied fixed charges during the disputed period i.e. June, 2025. The applicability of fixed charges is truly hinged on the documents submitted by LESCO officials whereby the relevant approval regarding temporary disconnection of impugned connection dated May 29, 2025 does divulge that the disconnection was actually, in effect, since the start of the billing month of June, 2025. Moreover, the history showing zero consumption further supports the arguments of Complainant. Hence, the Complainant has valid assertion that its temporary disconnected connection was levied fixed charges while receiving the bill for the month of June, 2025 in violation of clause 8.3.2 of Consumer Service Manual (CSM) which provides exemption in the payment of minimum/fixed charges for actual period of disconnection.
 - iii. Duly considering the above narration and analysis of the documents i.e. approval as submitted by LESCO establishes the status of connection as temporary disconnected for the month of June, 2025 which in conjunction with the zero consumption during the same period requires the amount of fixed charges to be withdrawn. Moreover, LESCO official, during the hearing, agreed to withdraw the impugned fixed charges.
4. Foregoing in view, LESCO is directed to withdraw the amount of fixed charges levied during period i.e. June, 2025. Revised bill be shared with the Complainant within (10) days and further proceeding are being closed in the matter.


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, August 04, 2025

