

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.05/ ⁵³²¹ -2025
December 03, 2025

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RIAZ AHMED KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING PROVISION OF NEW CONNECTION.

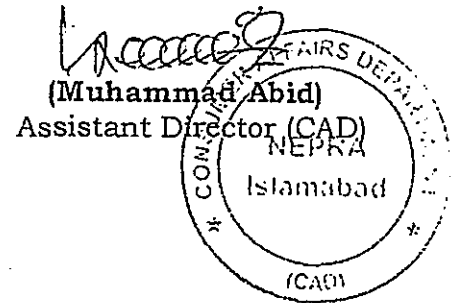
Complaint No. LESCO-LHR-36715-04-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 03, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director (CAD),
NEPRA Regional office, 54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
5. Mr. Riaz Ahmed Khan S/o Shah M. Khan,
House No. SW-108-S-II/R, Street No. 108,
Ghourri Street Islampur, Lahore.
Cell: 0300-9499278.





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-36715-04-24

Mr. Riaz Ahmad Khan S/o Shah M. Khan
H. No. SW-108-S-II/R, Street No. 108
Ghourri Street, Islampura, Lahore.
Cell # 0300-9499278

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 04, 2024
August 07, 2024
January 09, 2025

On behalf of:

Complainant: 1) Mr. Riaz Ahmad Khan
2) Mr. Basharat Ali

Respondent: Mr. Amir Iqbal, AMO, LESCO

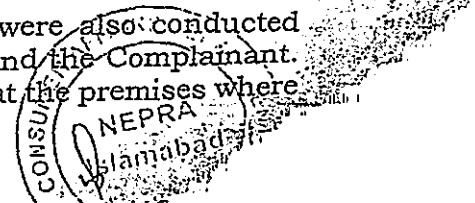
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RIAZ AHMAD KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING PROVISION OF NEW CONNECTION.

DECISION

This decision shall dispose of the complaint received from the honorable Wafaqi Mohtasib in respect of Mr. Riaz Ahmad Khan (hereinafter referred to as the "Complainant") 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. Brief of the matter is that the Complainant requested for provision of a commercial connection at his premises having area of only two Marla as same was denied by LESCO on the pretext of arrears to the tune of Rs. 1,440,906/- outstanding against connection(s) previously installed at the property inclusive of the Complainant's area of interest. The Complainant further elaborated that the complete premises with total area of four kanal is now owned by several persons and further argued its eligibility for provision of connection independent of other ownerships and after payment of fair share of arrears proportionate with his property area.

3. The matter was taken up with LESCO and hearings were also conducted which were attended by both the parties i.e. LESCO officials and the Complainant. LESCO through its verbal and written arguments submitted that the premises where

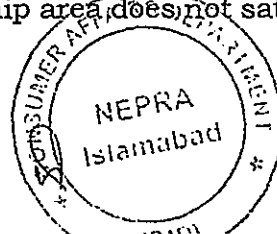


connection has been requested by the Complainant, is located within a larger premises where already connection were installed; which subsequently became defaulter connection only be provided after recovery of arrears pending against the complete property including the Complainant's premises being part of the defaulter establishment and integral in recovery of relevant dues.

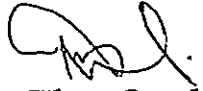
4. The matter remained pivoted upon the configuration of impugned premises within the complete establishment. In order to scrutinize the ground facts, a site inspection of the premises was also carried out which, after detailed survey, reveals that the complete property is owned by multiple persons and currently no division in terms of the documents and physical boundary is present at the site. Meanwhile, (2) Marla portion within the property has been bought by the Complainant from one of the owner who has inclination towards energization of its shop through installation of a new connection after payment of its share of arrears prorated with the complete area of property while having bona fide commercial load present at the premises.

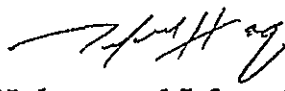
5. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been concluded:


- i. The Complainant approached LESCO for provision of electricity connection at its premises. In response, the application was not processed by LESCO on the pretext of non-eligibility of the impugned premises for provision of connection, the same being part of a larger property, defaulter of dues as claimed by LESCO.
- ii. Perusal of the documentary evidence reveals the ownership of only 2 Marla by the Complainant out of four (4) kanal land. However, it is matter of fact that some developed portion within complete building/premises is further segregated into the several personal possessions, however, the majority of premises is remained empty while substantiation of any legal segregation & ownership is currently nonexistent and none documentary evidence was provided by any of the party on record. The same provides logical reasoning that disputed premises i.e. 2 Marla site owned by the Complainant cannot be considered independent of the comprehensive property. Moreover, record also reflects that the arrears amounting to Rs. 1,440,906/- as claimed by LESCO, are, in actual, pending against (5) Nos. of connections previously installed at the impugned property while currently being disconnected.
- iii. The same translates into the instant matter whereby aggregated burden of default of any and all connection previously located on same land cannot be distinguished at present while only a minuscule part of the outstanding amount cannot be allowed to be recovered from the Complainant, unilaterally. Moreover, instant prayer of the Complainant could further exacerbate the situation of default by exempting remaining amount considering the fact the desired connection could also be used against the whole property, in future, due to current non-segregated status, which is imprudent and not warranted.
- iv. Taking cognizant of above, the ownership of disputed property is already divided amongst several persons and default amount cannot be established against any particular person or part of premises. Hence, the Complainant's prayer to deposit its respective share of dues in favor of its duly owned premises, commensurate with its ownership area does not satisfy the codal formalities and attracts rejection.



6. Foregoing in the view, LESCO is directed to provide the desired electricity connection at the Complainant's premises after recovering the default amount outstanding against the complete establishment. The Complaint is disposed of in above terms.


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


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Iqbal Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, December 03, 2025

