National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.05/170 -2025
January 30, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABBAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CHANGE OF TARIFF**
Complaint No. LESCO-LHR-41681-08-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated January 30, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. Chief Engineer/Customer Services 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. Rana Rizwan Sibghatullah, Incharge Complaint Cell, (Focal Person to NEPRA), LESCO, 22-A, Queens Road, Lahore.
5. Mr. Muhammad Abbas, R/o House No. 57-B, WAPDA Town, 43-KM, Multan Road, Manga Mandi, Lahore. 0335-7402013

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. LESCO-LHR-41681-08-24

Mr. Muhammad Abbas .....**Complainant**
House No. 57-B, WAPDA Town,
43-kM, Multan Road, Manga Mandi, Lahore.

Versus

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

Date of Hearing: August 28, 2024
November 28, 2024

On behalf of:
Complainant: 1) Khawaja Muhammad Abbas
2) Mr. Khushi M. Butt
3) Rana Shah Muhammad
4) Mr. Akmal Bashir

Respondents: 1) Mr. Faizan Qadir XEN (Operation), LESCO
2) Mr. Mehboob Alam Addl. XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABBAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CHANGE OF TARIFF**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Abbas (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 the honorable Wafaqi Mohtasib in respect of the Mr. Muhammad Abbas dated May 17, 2024 wherein the Complainant disputed the approval and installation of three phase connection against his residential premises despite the fact that the application was submitted to LESCO for single phase meter having reasonable cause and effect for moving such application. The matter was taken up with LESCO and hearings were held at NEPRA Provincial Office, Lahore and NEPRA Head Office, Islamabad. In response, LESCO in its verbal and written arguments submitted that three phase residential tariff i.e. A1(b) is currently being levied against residential premises located in WAPDA Town, District Kasur in accordance with the existing SOPs and further claimed non-applicability of single phase tariff in instant matter, detailing the area covered by disputed premises larger than (5) Marla.

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

(i) The Complainant approached LESCO for provision of single phase connection against his residential premises located at WAPDA Town, 43-kM Multan Road, District Kasur, however, the application was approved as (3) phase connection by LESCO while the demand notice entailing cost of three phase meter etc. was

issued and same was, later, paid by the Complainant. By resting his case upon the presence of only nominal/applied load and size of covered area i.e. 3 Marla, instant dispute was agitated by the Complainant for provision of regular single phase connection.

(ii) Perusal of the documentary evidence reveals that following the submission of application for single phase connection against (1) kW load by the Complainant, LESCO issued two successive demand notices dated November 08, 2024 and January 12, 2025 having different sanctioned load i.e. 4 and 5 kW respectively. The same points towards the course taken by LESCO officials wherein the load as applied by the Complainant was enhanced multi-fold in a unilateral manner which is not warranted and is against the letter & spirit of the relevant clauses of Consumer Service Manual (CSM). The record also reflects that LESCO has issued several three phase demand notices pertaining to the other residential premises of same town by modification of applied load unilaterally.

(iii) According to clause 2.11.1 of CSM, the load declared in the Application Form by the applicant will be considered as the connected load subject to provision of test report issued by Electric Inspector or authorized wiring contractor and verification by DISCO. The record reflects that despite the submission of wiring test report of connected load i.e. (1) kW by the Complainant, the load was, later, modified by LESCO up to 5 kW without any verification of same in violation of CSM. Moreover, as per clause 2.11.2 of the CSM, assessment of load will be as per plot size i.e. Annex-VI of CSM, in case of determination of ultimate load for carrying out electrification; which is not applicable in instant matter and raises suspicion over comprehension of matter by LESCO officials. Hence, argument raised by LESCO regarding determination of load in accordance with the size of premises, lacks concurrence and record further violation of the CSM.

(iv) It is pertinent to mention here that any approved wiring test report does carry legitimacy & authenticity for assessment of load and cannot be ignored and/or modified unilaterally by any DISCO without verification of load which could err the regulatory process and lead to irregular sanctioning of load and change of tariff; carrying repercussions. Moreover, a consumer may apply for reduction or extension of load as per the requirement at site in accordance with test report issued by the Electric Inspector or his authorized wiring contractor and no limitation has been imposed on extent of reduction or extension of load with respect to any corresponding covered area.

(v) Taking cognizant of above and considering the fact that LESCO failed to submit any evidence in connection with verification of load, renders changes in applied load and tariff of the Complainant as un-substantiated and illegal, carrying no relevant justification.

4. Foregoing in view, LESCO is directed to reconcile all the pending applications pertaining to the area of the Complainant and provide single phase or three phase connection after completion of all the codal formalities as per the load mentioned in the test report. Moreover, any application for reduction of load from three phase to single phase may also be entertained as per the provision of Consumer Service Manual (CSM). Compliance report be submitted within twenty (20) days.

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

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

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

Islamabad January 30 , 2025