



**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.03/ 5646 -2024  
December 23, 2024

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

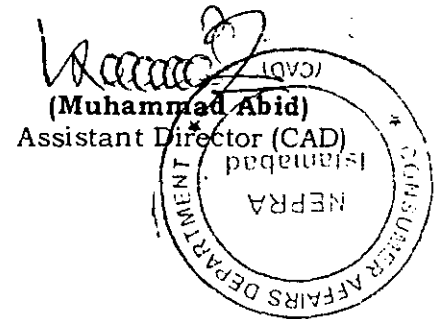
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FARHAN AHMED, CHAIRMAN & VOLUNTEER CEO, PAKISTAN CHILDREN'S HEART FOUNDATION (PCHF), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIALS REGARDING PROVISION OF NEW 2500 KW ELECTRICITY CONNECTION.**  
**Case No. LESCO-NHQ-46729-11-24.**

Please find enclosed herewith the decision of the Complaints Resolution Committee dated December 23, 2024 regarding the subject matter for necessary action and compliance within thirty (30) days.

**Encl: As above**

Copy to:

1. C.E/Customer Services Director  
Lahore Electric Supply Company (LESCO),  
LESCO, 22-A, Queen's Road, Lahore.
2. Chief Engineer (Planning),  
Lahore Electric Supply Company (LESCO),  
LESCO, 22-A, Queen's Road, Lahore.
3. Rana Rizwan Sibghatullah,  
Incharge Complaint Cell, (Focal Person to NEPRA),  
LESCO, 22-A, Queen's Road, Lahore.
4. Mr. Farhan Ahmed, Chairman & Volunteer CEO,  
Pakistan Children Heart Foundation (PCHF),  
01-KM Defence Road, Lahore,  
Cell # 0311-1143278, 0300-8488116.





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

**Complaint No. LESCO-NHQ-46729-11-24**

**Mr. Farhan Ahmed, Chairman & Volunteer CEO,**  
Pakistan Children Heart Foundation (PCHF),  
01-KM Defence Road, Lahore.

..... **Complainant**

**Versus**

**Lahore Electric Power Company (LESCO)**  
LESCO, 22-A, Queen's Road, Lahore

..... **Respondent**

**Date of Hearing:** December 09, 2024

**On behalf of**

**Complainant:** Mr. Farhan Ahmed, Chairman & Volunteer CEO,  
Pakistan Children Heart Foundation (PCHF),

**Respondent:** Mr. Imran Mehmood, Chief Engineer (P&D), LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FARHAN AHMED, CHAIRMAN & VOLUNTEER CEO, PAKISTAN CHILDREN'S HEART FOUNDATION (PCHF), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO OFFICIALS REGARDING PROVISION OF NEW 2500 KW ELECTRICITY CONNECTION**

**DECISION**

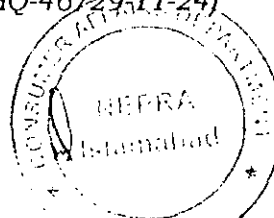
This decision shall dispose of the complaint filed by Mr. Farhan Ahmed, Chairman & Volunteer CEO, Pakistan Children's Heart Foundation (PCHF), (hereinafter referred to as "the Complainant") against Lahore Electric Power Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 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. Farhan Ahmed wherein the Complainant submitted that he applied for a new 2500 kW electricity connection on January 23, 2024 under Tariff A-2 for Children's Heart Hospital & Research Institute (CHHRI), located adjacent to the University of Lahore (UoL). However, LESCO declined the application stating that another connection against reference No. 24-11224-9001039 having sanctioned load of 4300 kW under Tariff A-3 already exists on the same premises and advised for extension of load against the existing connection. Being aggrieved with the response of LESCO, the Complainant approached NEPRA for redressal of his grievance.

3. The matter was taken up with LESCO and subsequently a hearing was held on December 09, 2024 at NEPRA Head Office, Islamabad which was attend by both the parties. During the hearing LESCO submitted that University of Lahore (UoL) has already an electricity connection having sanctioned load of 4300 kW under tariff A-3. Moreover, as per layout plan received along with the application of new connection, the land of Pakistan Children's Heart Foundation (PCHF) is also part of land of UoL. LESCO officials further apprised that multiple connections cannot be sanctioned in the same premises under Tariff A2/A3, therefore, LESCO cancelled the said application and advised the Complainant to apply for extension of load from the existing connection of UoL. However, the Complainant emphasized that the PCHF is a separate entity as UoL has leased a portion of its land to PCHF for forty nine (49) years. The

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Decision: *Farhan Ahmed vs LESCO (LESCO-NHQ-46729-11-24)*

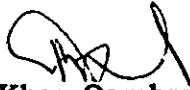


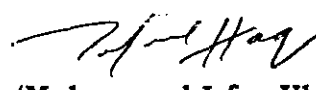
Complainant further apprised that the premises where connection is required has been bifurcated from UoL by a boundary wall and there is no passage/entry-exist with UoL.


4. The case has been analyzed in the light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The following has been concluded:

- (i) University of Lahore (UoL) comprises of 93-kanals of land having 4300-kW electricity connection under tariff A-3 against reference No. 24-11224-9001039. UoL has leased out a piece of land measuring 5-Kanal to Pakistan Children's Heart Foundation (PCHF) which is a charitable organization. UoL and PCHF have signed an irrevocable lease agreement on May 02, 2020 for forty-nine (49) years. PCHF is a separate legal entity registered with Securities and Exchange Commission of Pakistan (SECP) under Corporate Universal Identification No. 0080980.
- (ii) The Complainant has constructed a boundary wall over the leased land with separate entry and exit. As the lease agreement is irrevocable, therefore, PCHF has separate premises and is a separate legal entity from UoL. Furthermore, hospital and university have separate administrative and operational structures. Moreover, hospital requires a unique, stable, and secure power supply that aligns with its specific operational and lifesaving requirements.
- (iii) According to Chapter-2 of Consumer Service Manual (CSM) ownership proof of the premises is a mandatory document alongwith other documents for provision of new connection. As mentioned above, the lease agreement signed between the parties (UoL and PCHF) is irrevocable, therefore, the same constructs as an ownership proof (document) for provision of connection to PCHF.
- (iii) National Electric Power Regulatory Authority Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022 provides that a distribution licensee shall ensure that all applicants and consumers are treated in a non-discriminatory, fair, transparent and just manner for provision of electricity.
- (iv) Further, under Article 9 and 14 of the Constitution of Islamic Republic of Pakistan provision of electricity is declared as right to life. Non-supply of electricity to a citizen, tantamount to deprivation of this Fundamental Right as well as violation of Article 8 of the Constitution which says that any law, custom or usage having the force of law that is inconsistent or abridges a Fundamental Right is void and inoperable. The provision of electricity has also been declared as right to life by the Supreme Court of Pakistan.

5. Foregoing in view, LESCO is directed to proceed with the application of Pakistan Children's Heart Foundation (PCHF) for provision of a separate electricity connection of 2500 kW under the applicable tariff category after completion of codal formalities, without consolidation of load with University of Lahore (UoL). Compliance report be submitted within thirty (30) days.

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

  
(Muhammad Irfan Ul Haq)  
Member Complaints Resolution Committee  
/Assistant Legal Advisor

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

Islamabad, December 13, 2024

