



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-260002183

**Consumer Affairs
Department**

TCD.05/ 3959-2022
July 07, 2022

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

Subject: **COMPLAINT FILED BY MR. KASHIF SIDDIQUE UNDER SECTION 39 OF THE REGULATION
OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING ELECTRICITY SUPPLY ISSUE & THEFT OF TRANSFORMER
(REF# 24 11312 2052401 U)
LESCO-LHR-9511-12-21**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 07, 2022 regarding the subject matter for further necessary action and submission of compliance within thirty (30) days.


(Lashkar Khan Qambrani)
Director Consumer Affairs

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Manager Commercial
LESCO, 22-A, Queens Road, Lahore.
3. Engr. Dr. Bilal Masood, (Incharge/Additional Director)
NEPRA Provincial Office, N-212, National Towers,
Opposite LDA Plaza, Egerton Road, Lahore.
4. Rana Rizwan Sibghatullah,
Addl. Manager, LESCO Complaint Cell,
LESCO, 22-A, Queens Road, Lahore.
5. Mr. Kashif Siddique
R/o House.No.113, Block-R, Johar Town,
Lahore.
Cell# 0333-8637823



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-9511-12-21

Mr. Kashif Siddique, **Complainant**
R/o House.No.113, Block-R, Johar Town, Lahore.

Versus

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

Date of Hearing: January 12, 2022
February 10, 2022
March 16, 2022

On behalf of:

Complainant: Mr. Kashif Siddique

Respondent: Mr. Abdullah Shabbir, XEN
Mr. Imran Ghani, SDO

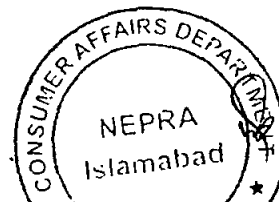
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY
MR. KASHIF SIDDIQUE UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
LESCO REGARDING ELECTRICITY SUPPLY ISSUE & THEFT OF
TRANSFORMER (REF# 24 11312 2052401 U)

DECISION

In exercise of the powers conferred by Section 11 of the Regulation of Generation Transmission and Distribution of Electric Power Act, 1997(the "Act") Consumer Complaints Tribunal (the "Tribunal") through this decision dispose of the complaint filed by Mr. Kashif Siddique (hereinafter referred to as the "Complainants") against Lahore Electric Supply 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. The Complainant apprised that jumpers of transformer from HT side were broken in May 2021 and he filed complaints about repairing of broken jumpers but the same were not replaced by LESCO. Afterward, the Complainant approached different channels like PM Citizen Portal, Customer Complaint Management System (CCMS) and visited the SDO Batapur office many times and made telephonic follow-up but all in vain. LESCO did not repair the broken jumpers. According to the Complainant, he had been receiving the electricity bills despite the fact that his consumption was zero due to non energization of transformer owing to broken jumpers, therefore, he applied for temporary disconnection in LESCO in July 2021, but LESCO officials replied him that no such provision of temporary disconnection exists. Subsequently, on December 11, 2021 theft of transformer took place. The consumer requested LESCO for installation of another transformer but LESCO did not redress his grievance.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO reported that the complaint is related to theft of an independent transformer (50 kVA) and the consumer was asked to provide an FIR. As soon as the consumer will provide FIR, the demand notice for transformer will be issued to the consumer. Upon payment of demand notice and fulfillment of departmental formalities, the transformer will be installed on priority basis.



4. In order to probe further into the matter, hearings were held on January 12, 2022, & February 10, 2022, at NEPRA Provincial Office, Lahore and on March 16, 2022, at NEPRA Head Office, Islamabad which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

5. The case has been examined in detail in light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

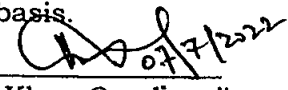
- (i) An independent transformer feeding electricity supply to the Complainant's premises was installed outside the factory. The jumper of the said transformer were broken from 11 kV side in May 2021 and the consumer requested for repairing of broken jumpers, however, the same were not repaired by LESCO. The Complainant also approached Pakistan Citizen Portal (PCP) for redressal of his complaint on June 08, 2021. LESCO apprised at PCP vide letter dated September 23, 2021 that connection of the Complainant was disconnected due to nonpayment of electricity bills. However, billing history reflects that no dues of LESCO were outstanding against the Complainant till June, 2021.
- (ii) According to Clause-10.4 of Consumer Service Manual (CSM), it was the responsibility of LESCO to repair the broken jumpers but LESCO failed to do so which caused theft of transformer in December 2021.
- (iii) Clause-10.4.2 of Consumer Service Manual (CSM) explains the order of priority for redressal of complaints which provides that first priority will be given to leakage of electricity, second and third will be given to Collective complaints of consumers and individual complaints respectively, however, LESCO failed to resolve the individual complaint of the Complainant. Meanwhile, theft of transformer took place on December 11, 2021.
- (iv) As per Regulation-8 of Consumer Eligibility Criteria Regulations-2022 maintenance of distribution system upto metering point is responsibility of DISCO.
- (v) The billing record reveals that since May 2021 no consumption bills were issued to the Complainant and only minimum charges bills were issued which were paid by the Complainant in May & June, 2021. In order to avoid payment of minimum charges bills; the complainant applied for temporary disconnection on July 13, 2021 but LESCO did not proceed with the request of the Complainant with the view that no such provisions exist, whereas, Clause 8.3 of Consumer Service Manual (CSM) provides that temporary disconnection can be granted on request of the consumer for a maximum period of eleven months.
- (vi) Clause-14.3.1 of Consumer Service Manual (CSM) provides that DISCO is not responsible for any loss or damage caused by any negligence of a consumer or wrongful act of a consumer in installing, maintaining, operating or using any or all appliances, facilities or equipment. In the instant case independent transformer was installed adjacent to the premises of the Complainant, therefore, the Complainant cannot be absolved from the responsibility of taking care of the material/assets providing facility of electricity supply to the premises.

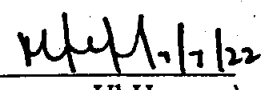
6. Foregoing in view, LESCO is directed for the following:

- (i) To install a reclaimed transformer on cost deposit basis.
- (ii) Disciplinary proceedings be initiated against the delinquent officials under LESCO service rules who failed to repair HT jumpers in time to rectify the fault.

7. Compliance report be submitted within thirty (30) days.

Note: Note: This decision is applicable in the instant case only, and the same shall not be taken as precedent in other likewise cases which shall be decided on case-to-case basis.


(Lashkar Khan Qambrani)
Director (Member)


(Moqem Ul Hassan)
Assistant Legal Advisor (Member)


(Naweed Illahi)
Director General (Converner)

Islamabad, July 07, 2022.

