



# 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/ 2877-2023  
July 17, 2023

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

Subject: **COMPLAINT FILED BY MR. MANSOOR AHMED SMORE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 24 11221 1002200)**  
**Case No. LESCO-LHR-25613-06-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 17, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

**Encl: As above**

*(Signature)* 17/07/23  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(CAD)

Copy to:

1. C.E/Customer Services Director  
LESCO, 22-A, Queens Road, Lahore.
2. Engr. Dr. Bilal Masood, (Incharge/Additional Director),  
NEPRA Provincial Office, 1st Floor, Link Arcade,  
54B, GECH Society, Phase 3, Link Road, Model Town, Lahore.
3. Mr. Tahir Mehmood Nadeem,  
Manager/ Incharge Complaint Cell, (Focal Person for NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. XEN Raiwind Division, LESCO  
Lahore Road Raiwind.
5. Mr. Mansoor Ahmed Smore  
R/O 5.7 K.M, Raiwind Road, Asharafabad, Lahore.  
Cell# 0300-8497980



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

**Complaint No. LESCO-LHR-25613-06-23**

**Mr. Mansoor Ahmed Smore,**  
R/O 5.7 K.M, Raiwind Road, Asharafabad, Lahore.  
Cell# 0300-8497980

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** June 21, 2023,

**On behalf of:**  
**Complainant:** Ch. Bilal Smore

**Respondent:** Mr. Kaleem Jaffar, SDO, LESCO  
Mr. Saleem Yaqoob, RO, LESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MANSOOR AHMED SMORE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING WRONG BILLING (REF# 24 11221 1002200)**

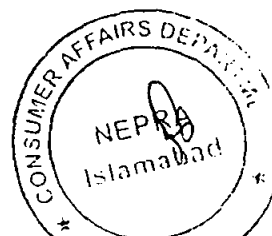
This decision shall dispose of the complaint filed by Mr. Mansoor Ahmed Smore (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. In the above referred complaint, the Complainant submitted that he purchased operating rights of a CNG Station (M/s Star Petroleum) from another client during the month of January, 2009. Subsequently, the Complainant applied for change of ownership of connection installed at the premises under reference No. 24 11221 1002200 which was changed by LESCO accordingly. Previous owner had paid an amount of Rs. 128,600/- on account of security deposit, however, during the process of change of ownership; LESCO charged Rs. 198,920/- on account of difference of security deposit. Later on during the year 2013, the Complainant applied for permanent disconnection of connection installed under reference No. 24 11221 1002200 in accordance with applicable law whereby LESCO permanently disconnected the said connection and issued a clearance certificate vide memo No. 671 dated May 06, 2014 stating that the connection of the Complainant is permanently disconnected and there is no outstanding amount against the said reference number. However, during the month of June, 2023 LESCO issued a bill amounting to Rs. 70,886/- in lieu of arrears against permanently disconnected connection and threatened for disconnection of electricity supply of the Complainant running on another premises i.e. M/s Smore Gasoline c/o Mansoor Ahmed under reference No. 24112211005500. Being aggrieved from the said bill, the Complainant approached NEPRA and requested to direct LESCO for withdrawal of arrears and refund of security deposit as his connection is permanently disconnected

3. The matter was taken up with LESCO and a hearing was held on June 21, 2023 at NEPRA Provincial Office Lahore which was attended by both the parties i.e. LESCO as well as the Complainant wherein the issue was discussed in detail.

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

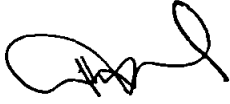
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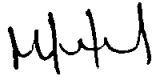



- (i) The Complainant was a commercial consumer of LESCO under reference No. 24 11221 1002200, however, the connection was permanently disconnected in the year 2014 on request of the Complainant after completion of necessary codal formalities. LESCO also issued a clearance certificate stating that no amount is outstanding against the said reference number. During the hearing, LESCO Officials (i.e. SDO & RO) were asked to provide justification of issuance of bill amounting to Rs. 70,886/- on account of arrears of a permanently closed connection after lapse of about 10 (ten) years i.e. in the month of June 2023, however, LESCO failed to justify the same. Meanwhile the Complainant paid the above mentioned bill on June 21, 2023 to avoid disconnection of his another connection currently running under reference No. 24112211005500. Therefore, the said arrears raised against permanently closed connection are unjustified and required to be refunded to the Complainant.
- (ii) Clause 5.2.6 of Consumer Service Manual (CSM) provides that *"The security deposit paid by the consumer shall be refunded at the time of permanent disconnection if applied by the consumer for refund after getting approval from the load sanctioning officer provided that there is no outstanding dues against the consumer. The process of refund shall be carried out within thirty (30) days of receipt of such request"*. Therefore, security deposit against permanently closed connection under reference No. 24112211002200 is refundable to the Complainant.

5. Foregoing in view, LESCO is directed to refund bill amounting to Rs. 70,886/- charged by LESCO from the Complainant on account of arrears against permanently closed connection and to adjust the security deposit if already not adjusted in accordance with Clause-5.2.6 of Consumer Service Manual (CSM).

6. Compliance report be submitted within fifteen (15) days.

  
(Lashkar Khan Qambrani)  
Member (Consumer Complaints Tribunal)/  
Director (CAD)

  
(Moqem ul Hassan)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

  
(Naweed Nahi Shaikh)  
Convener Consumer Complaints Tribunal  
Director General (CAD)

Islamabad, July 17, 2023

