



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

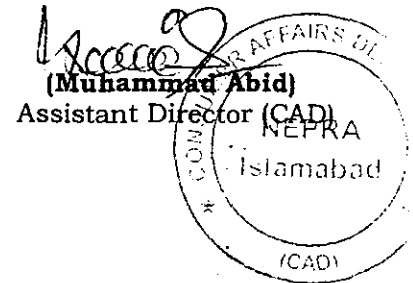
3371
TCD.05/-2024
August 01, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. OMAR AHMAD & MR. AHMAD AZHAR ON BEHALF OF SHELL PAKISTAN LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING PERMANENT DISCONNECTION (REF# 24 11264 9001052U)**
Case No. LESCO-LHR-40231-07-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated August 01, 2024 regarding the subject matter for necessary action and compliance.

Encl: As above



Copy to:

1. Chief Engineer/Customer Services Director, LESCO,
22-A, Queen's Road Lahore.
2. Engr. Dr. Bilal Masood,
Incharge/Additional Director (CAD),
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. S.E 2nd Circle LESCO,
132kv Grid Station, Chandni Chowk, Town Ship, Lahore.
5. XEN Shahpur Division, LESCO,
132kV Grid Station, Chung 20-KM Multan Road, Lahore.
6. Mr. Omar Ahmad,
R/O SPL Defence Road FS, 2KM Defence Road, Jubilee Town
Near Indus Hospital Lahore.
Cell#0322-2812000

(For follow up, please)



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

Complaint No. LESCO-LHR-40231-07-24

Mr. Omar Ahmad & Mr. Ahmad Azhar

..... **Complainants**

R/O SPL Defence Road FS, 2KM Defence Road, Jubilee Town
Near Indus Hospital Lahore.
Cell#0322-2812000

Versus

Lahore Electric Supply Company (LESCO)

..... **Respondent**

22-A, Queens Road, Lahore.

Date of Hearing: July 18, 2024

On behalf of: Mr. Omar Ahmad

Complainant:

Respondent: Mr. Amjad Hussain, Additional XEN, LESCO

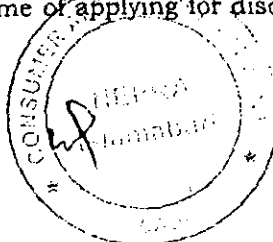
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. OMAR AHMAD & MR. AHMAD AZHAR ON BEHALF OF SHELL PAKISTAN LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING PERMANENT DISCONNECTION (REF# 24 11264 9001052U)

DECISION

This decision shall dispose of the complaint filed by Mr. Omar Ahmad and Mr. Ahmad Azhar on behalf of Shell Pakistan Limited (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").

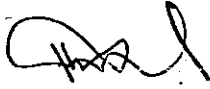
2. The complainants in the complaint submitted that their CNG station is closed since October 2014 due to non-availability of gas. The transformer installed for the said connection was stolen on December 17, 2020 and they applied to LESCO for temporary disconnection on October 18, 2022 and at that time an amount of Rs. 134,514/- was pending which has now been scaled to Rs. 1,372,830/- due to inaction of LESCO on account of fixed charges and late payment surcharges. LESCO has processed the case for permanent disconnection on July 04, 2024 at a very belated stage. The complainant requested for removal of fixed charges since October 2022 alongwith late payment surcharge. Accordingly, the matter was taken up with LESCO and a hearing was held on July 18, 2024 at NEPRA Provincial Office, Lahore. The hearing was attended by both the parties (i.e. LESCO and the Complainant) wherein the matter was discussed in detail.

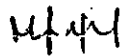
3. The case has been examined in detail in light of written / verbal arguments of the parties and applicable law. The complainant had applied for temporary disconnection at the Chung Sub-Division vide application dated October 18, 2022 which was received at the said sub division on November 18, 2022. The concerned officials of LESCO failed to entertain the request of the complainant. The record reveals that the connection installed under Reference No. 24-11264-9001052 is not in use since long and the transformer was stolen on December 17, 2020 for which FIR has been placed on record. At the time of applying for disconnection, the outstanding bill was




Rs. 134,514/-. Despite this, LESCO did not disconnect the service or notify the Complainant about pending charges. Instead, LESCO continued to levy fixed charges and late payment surcharge. As a result, the bill has escalated to Rs. 1,372,830. During the hearing the complainant submitted that LESCO compelled them to make some payment, threatening that failure to comply would result in the disconnection of their other connections. The Complainants made the payment of Rs. 386,483 in June 2024 to avoid disconnection of their other connections. This amount was significantly higher than the initial outstanding balance of Rs. 134,514/-.

4. There was no usage of electricity at the premises since the year 2014 due to shortage of gas supply. The transformer of the Complainant was stolen on December 17, 2020 and LESCO failed to feed disconnection in the record. The Complainant did not pay the remaining arrears, however, LESCO failed to disconnect the electricity supply prior to theft of transformer and also no ERO was affected to avoid issuance of bills. Following a thorough review of the evidence presented by both parties, LESCO is directed to update permanent disconnection of the Complainant w.e.f. the date of receipt of their application for disconnection (i.e., November 18, 2022) and withdraw the fix charges imposed upon the complainant after receipt of application in LESCO in accordance with the relevant provisions of the Consumer Service Manual (CSM).


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


(Moqees ul Hassan)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


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

Islamabad, August 01, 2024

