



**National Electric Power Regulatory
Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Provincial Office

1st Floor, Link Arcade, 54B, GECH Society, Phase 3,
Link Road, Model Town, Lahore.

Phone: 042-99333931

**Consumer Affairs
Department**

POL.05/1883
-2025
March 21, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. ALIA RABAB UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING
RESTORATION OF ELECTRICITY SUPPLY (REF# 06 11333 0673702 U)**
Case No. LESCO-LHR-34205-01-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 21, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Aisha Kalsoom)
Assistant Director (CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Mr. Rana Rizwan Sibghat Ullah, Manager/Incharge
Central Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
3. S.E 3rd Circle LESCO,
Sukh Nahar, Wapda Road, Shalamar, Lahore.
4. XEN Mcleod Road, Division, LESCO
Near Emperial Cinema Mcleod Road, Lahore.
5. Ms. Alia Arbab
R/O 69-E, Race View Jail Road, Lahore
Cell#0305-2694295





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-LHR-34205-01-24

Mst. Alia Rabab

R/o 69-E, Race View Jail Road, Lahore.
Cell # 0305-2694295

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: June 04, 2024
August 08, 2024
October 29, 2024
January 16, 2025

On behalf of:

Complainant: Mst. Alia Rabab

Respondent: Mr. M. Tariq, SDO, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. ALIA RABAB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING RESTORATION OF ELECTRICITY SUPPLY (REF# 06-11333-0673702)

DECISION

This decision shall dispose of a complaint filed by Mst. Alia Rabab (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. Brief of matter is that the electricity supply of Complainant's premises was disconnected by LESCO on account of the non-payment of a billed amount outstanding against one of the connections installed at the same premises having reference number i.e. 06-11333-0673702 under the occupancy of a previous tenant. The Complainant approached LESCO, however, the grievances of Complainant were not redressed. Subsequently, the Complainant requested to intervene in the matter, seeking resolution. Accordingly, the matter was taken up with LESCO for submission of para wise comments/report, however, LESCO failed to submit the same within stipulated time period.

3. In order to probe further into the matter, hearings were held at NEPRA Provincial Office, Lahore which were attended by representatives of both parties (i.e. LESCO officials and the Complainant) wherein the matter was discussed at length. The case has been examined in detail in the light of written/verbal arguments of both the parties, arguments advanced during the hearings and applicable law. The following has been concluded.

- i. The Complainant's residential connections having reference numbers i.e. 06-11333-0673702, 0673600, 0673700 & 0673701 installed at its premises i.e. a multistory building, were disconnected by LESCO due to non-payment of the dues amounting to Rs. 354,915/- and Rs. 565,509/- pending against reference Nos. i.e. 06-11333-0673702 and 06-11333-0673600, respectively.

- ii. During the hearing, the Complainant premised its arguments on the fact that the premises while being previously rented out to a tenant, became defaulter of the bills as levied by LESCO during tenancy period which ensued the disconnection of all the connections installed at the same premises since leaving of tenancy by the relevant person, causing the issue at hand whereby the Complainant was left with the arrears of exorbitant amount. The record reflects that tenancy agreement was indeed affected by the Complainant to rent out the disputed premises during the defaulting period.
 - iii. Perusal of the documentary evidence reveals that the connections under the usage of tenant were levied cumulated units by LESCO, leading to default and subsequent vacation of premises, in allegedly, disputed manner. Nonetheless, during the hearing, the Complainant acceded to the payment of all the outstanding amount, however, after due segregation as per actual consumption of each month and in installments on the pretext of accrual of huge sum of rupees for several months. Moreover, upon inquiry, LESCO officials shown its inability to transfer the disputed dues against any of the tenant's electricity connection and/or premises as per the available record.
4. Foregoing in view, LESCO is directed as under:
- i. Segregate all the bills charged accumulatively against reference Nos. 06-11333-0673702 and 06-11333-0673600 based on each month's actual consumption.
 - ii. Facility of equal six monthly installments against segregated amount as above be extended to the Complainant for payment and all the connections be restored after payment of first installment of both connections vide (i).
 - iii. Compliance report be submitted within fifteen (15) days.

5۔ مندرجہ بالا حقائق کے پیش نظر لیسکو کہ ہدایت کی جاتی ہے کہ:

- (الف) شکایت کنندہ کو حوالہ نمبرز (06-11333-0673702 & 06-11333-0673600) پر مجموعی طور پر (accumulative) چارج کیے گئے بلز کو الگ الگ مہینوں کی حقیقی کھیت کے مطابق تقسیم (Segregate) کیا جائے۔
- (ب) مزید برآں، شکایت کنندہ کے دونوں متنازع بلز کی رقم کی چھ ماہانہ مساوی اقساط بنا کر دی جائیں اور پہلی قسط کی ادائیگی کے فوراً بعد شکایت کنندہ کے مندرجہ ذیل حوالہ نمبروں (06-11333-0673702, 06-11333-0673600, 06-1133-0673700 & 06-11333-0673701) کے چاروں کنکشنز بلا تاخیر بحال کیے جائیں۔
- (ج) تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر دفتر ہذا پیش کی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Ubaid Khan)

Member Complaints Resolution
Committee/Assistant Director (CAD)

Lahore, March 21, 2025

