

**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.05/5418-2024
November 21, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAEED UR REHMAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING EXCESSIVE MDI CHARGE (REF#44 11334 1416108 U)**
Case No. LESCO-LHR-43945-09-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution
Committee (CRC), dated November 21, 2024 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. 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. Mr. Saeed Ur Rehman
R/O Shop No. 01, 28 Davis Road, Lahore.
Cell# 0342-8400000





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

Complaint No. LESCO-LHR-43945-09-24

Mr. Saeed Ur Rehman,
S/O Shop No. 01, 28 Davis Road, Lahore.
Cell# 0342-8400000

..... **Complainant**

Versus

Lahore Electric Supply Company (LESCO)
P. A. Queens Road, Lahore.

..... **Respondent**

Date of Hearing: October 22, 2024

On behalf of:

Complainant: Mr. Saeed Ur Rehman

Respondent: Mr. Nazir Awaan, Additional SDO, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAEED UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE MDI CHARGE (REF#44 11334 1416108 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Saeed Ur Rehman (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").

1. NEPRA received a complaint wherein it was submitted that LESCO charged excessive MDI (i.e., 128) to the Complainant in September 2023. The Complainant approached LESCO but the grievances of Complainant were not redressed. The matter was taken up with LESCO for parawise comments/report. In order to probe further into the matter, a hearing was held on October 22, 2024 at NEPRA Provincial Office, Lahore which was attended by both the parties (i.e., LESCO officials and the Complainant).

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

- i. The Complainant is a commercial consumer of LESCO and has one connection installed at his premises in the name of Mr. Saeed Ur Rehman S/O Abdul Rehman under A-2c)(06) T tariff having reference number i.e. 44 11334 1416108. During the hearing, it revealed that the Complainant was charged with accumulative MDI in September 2023 (i.e., October 2021 to September 2023) by LESCO. Additionally, the Complainant applied for temporary disconnection on August 21, 2024, which has now been carried out and updated by LESCO. Meanwhile, the LESCO officials reported that the Complainant was charged MDI (fixed charges) in accordance with NEPRA notifications No. SRO 1026 (1) dated July 14, 2024, and SRO 1039 (1) dated July 12, 2024. The complainant negated the LESCO report, stating that he had applied for temporary disconnection on August 21, 2024; therefore, he should not have been charged with fixed charges after the date of his application submitted to LESCO for temporary disconnection. After a detailed analysis of the record provided by both parties and their arguments, it is observed that fixed charges are not liable to be paid, after the date of the application submitted by the Complainant to LESCO for temporary disconnection as per relevant provisions of the NEPRA Consumer

Service Manual (CSM). Furthermore, the accumulatively charged MDI to the Complainant from October 2021 to September by LESCO needs to be segregated from October 2021 to September 2023.

- ii. Clause 8.3 of NEPRA Consumer Service Manual (CSM) mentions that In case a consumer shifts to some other location or intends to get disconnected the supply due to any reason, the temporary disconnection of supply may be allowed on consumer request, for a maximum period of eleven months subject to the conditions enlisted in CSM Clause 8.3.1 - 8.3.4. Moreover, the clarification of Clause 8.3 dated June 23, 2023 of CSM provides that DISCOs shall disconnect/restore the electricity supply within (4) working days after completion of codal formalities.

Foregoing in view, LESCO is directed to do the following:

- Segregate accumulatively charged MDI from October 2021 to September 2023.
- Update Complainant's account to reflect temporary disconnection within four (4) days of his application for temporary disconnection.
- Issue revised bill to the Complainant After the segregation of the total/disputed MDI charges for the relevant months and updating the account to reflect the temporary disconnection. Furthermore, provide adjustment accordingly.

4 مندرجہ بالا حقائق کو پیش نظر رکھتے ہوئے، لیسکو کو ہدایت کی جاتی ہے کہ:

- (الف) شکانت کنندہ کو چارج کی گئی مجموعی ایم۔ڈی۔آئی (accumulative MDI) کو (اکتوبر 2021 - ستمبر 2023) سے ہر ماہ پر الگ الگ تقسیم (segregate) کیا جائے۔
- (ب) مزید برآں، شکانت کنندہ کے اکاؤنٹ کو عارضی طور پر منقطع کرنے کے لیے جمع کروائی گئی درخواست کے چار روز (4) کے اندر (یعنی 25 اگست 2024) کے بعد سے عارضی طور پر منقطع ہونے کے طور پر اپ ڈیٹ کرے۔
- (ج) شکانت کنندہ کو چارج کی گئی مجموعی/متنازع ایم ڈی آئی کی متعلقہ مہینوں پر علیحدگی (segregation) اور کنکشن عارضی طور پر منقطع ہونے کو اپ ڈیٹ کرنے کے بعد تصحیح شدہ (revised) بل بنا کر دیا جائے مزید برآں، شکانت کنندہ کو ایڈجسٹمنٹ (اگر کوئی بنتی ہے) تو فراہم کی جائے۔
- (د) درج بالا احکامات پر تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر جمع کرانی جائے۔


(Aisha Kalsoom)

Member Complaints Resolution
Committee/Assistant Director (CAD)


(Engr. Dr. Bilal Masood)

Member Complaints Resolution
Committee/Additional Director (CAD)

Lahore, November 21, 2024

