



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

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**Consumer Affairs
Department**

TCD.05/ 358 -2025
January 24, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD YOUNAS THROUGH MR. MUHAMMAD SALMAN ABID MAYO SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING PROVISION OF NEW CONNECTION (600KW). LESCO-LHR-37380-05-24

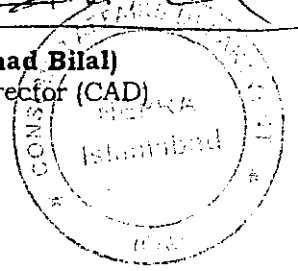
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated January 24, 2025, regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. Chief Engineer, Customer Services Director, LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial), LESCO, 22-A, Queen's Road, Lahore.
3. Assistant Director, NEPRA Regional Office, 54-B, Link Arcade, GECH Society, Phase-3, Link Road, Model Town, Lahore.
4. Rana Rizwan Sibghatullah, Incharge Complaint Cell, (Focal Person to NEPRA), LESCO, 22-A, Queens Road, Lahore.
5. Mr. Muhammad Younas, C/o Muhammad Salman Abid Mayo Advocate, Saeed Law Company (SLC), 3rd Floor, Salman Heights, 97-B, Main Boulevard, Jubilee Town, Lahore.
0300-4650407

(Muhammad Bilal)
Additional Director (CAD)



[For follow up, please]



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

Complaint No. LESCO-LHR-37380-05-24

Mr. Muhammad Younas,
C/o Muhammad Salman Abid Mayo Advocate,
Saeed Law Company (SLC), 3rd Floor, Salman Heights,
97-B, Main Boulevard, Jubilee Town, Lahore.
0300-4650407

..... Complainant

Versus

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

..... Respondent

Date of Hearing: September 04, 2024
October 29, 2024
December 24, 2024

On behalf of:
Complainant: Mr. Salman Abid Mayo

Respondent: Mr. Rustam Ali, Dy. Manager (Planning), LESCO

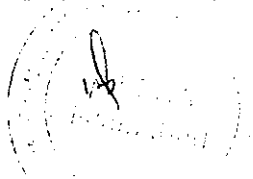
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUNAS THROUGH MUHAMMAD SALMAN ABID MAYO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO, REGARDING PROVISION OF NEW CONNECTION (600KW)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Younas through Mr. Salman Abid Mayo (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 Complainant in his complaint submitted that he is running a business under name and title "Starlet Innovations (Pvt.) Ltd." in a separate premises, whereas the brothers of the Complainant are running the business of the Company known as "Starlet AHS (Pvt.) Ltd." in a separate premises but LESCO didn't process application of new connection. The Complainant has requested for acceptance of the application for new connection of 600kW.

3. The matter was taken up with LESCO and hearings were conducted which were attended by the representatives of both the parties. LESCO, vide its report dated December 20, 2024 submitted as under:



- (i) That M/s Starlet Innovations (Pvt.) Ltd., applied for a new connection of load 600 KW under tariff B-III in the name of Starlet Innovations Pvt. Ltd. through 11KV independent feeder of their sister concern M/s Starlet AHS (Pvt.) Ltd., adjacent to M/s Starlet Innovation Pvt. Ltd.
- (ii) That initially the connection of M/s Starlet AHS Pvt. Ltd., was sanctioned in the name of M/s Starlet Innovations (Pvt.) Ltd. through Mr. Muhammad Saleem. Later on, change of name was approved on 01-02-2023 from M/s Starlet Innovation (Pvt.) Ltd to M/s Starlet AHS (Pvt.) Ltd.
- (iii) Now, new connection of 600kW in the name of M/s Starlet Innovations (Pvt.) Ltd has been applied. It is further added that property proof provided for instant new connection is in the name of M/s Starlet Innovation (Pvt.) Ltd, which is same as already sanctioned connection i.e. M/s Starlet AHS (Pvt.) Ltd. Hence, second connection of same nature (shoe manufacturing) on same premises cannot be sanctioned.
- (iv) M/s Starlet Innovation (Pvt.) Ltd. was incorporated on 09-06-2008 in the SECP and already an electricity connection 1050 KW is running in the name of Starlet Innovation. It is pertinent to mention here that M/s Starlet Innovation (Pvt.) Ltd. did not change its name from M/s Starlet Innovation (Pvt.) Ltd. to M/s Starlet AHS (Pvt.) Ltd. rather another company M/s AHS (Pvt.) Ltd. changed its name from M/s AHS (Pvt.) Ltd. to M/s Starlet AHS (Pvt.) Ltd.
- (v) In light of above and NEPRA CSM-2021 clause 2.8.1, a separate new connection cannot be sanctioned and accordingly applicant was informed to apply for extension of load vide No. 6541-43 dated 19-04-2024. Hence consumer may be advised to apply for extension of load instead of separate new connection on same premises.


4. The case has been examined in the light of arguments advanced by the parties, documents placed on record and applicable law, following has been concluded:

- (i) The Complainant applied for new connection for 600kW on the name of M/s Starlet Innovation (Pvt.) Ltd. However, LESCO rejected the application on the basis that another connection is already running on the same premises.
- (ii) During the hearing, the representative of the Complainant apprised that the Complainant had shared family business with his brother and they get registered a company with SECP with the name and title M/s Starlet Innovation (Pvt.) Ltd. in the year 2008 and subsequently LESCO provided a connection to M/s Starlet Innovation (Pvt.) Ltd.
- (iii) Later on, as per the business settlement (bifurcation), title of the business i.e. M/s Starlet Innovation (Pvt.) Ltd. was chosen by the Complainant, however, rest of the property of the business was taken by his brother (Mr. Saleem), therefore, change of name from M/s Starlet Innovation (Pvt.) Ltd to M/s Starlet AHS (Pvt.) Ltd. (the company owned by Mr. Saleem) was processed by LESCO on request of the partners. In this way M/s Starlet Innovation (Pvt.) Ltd. disposed-off the connection installed on its name. Necessary amendments were also made in form-29 of SECP on part of directors of M/s Starlet Innovation (Pvt.) Ltd and presently directors of both the companies are different from each other. Moreover, there is no running connection on the name of the company owned by the Complainant.
- (iv) As of now, the previous ownership of land and property of M/s Starlet Innovation (Pvt.) Ltd. has been transferred to M/s Starlet AHS (Pvt.) Ltd. and M/s Starlet Innovation (Pvt.) Ltd. has no active electricity connection from LESCO. The Complainant has purchased a land adjacent to M/s Starlet AHS (Pvt.) Ltd. on the name of M/s Starlet Innovation (Pvt.) Ltd. and applied for


new connection. Moreover, the consumer also provided ownership proof duly verified from the concerned revenue department.

- (v) The documents i.e. incorporation certificate issued by SECP, NTN No., Ownership proof etc. submitted by the Complainant reflects that M/s Starlet Innovation (Pvt.) Ltd. and M/s Starlet AHS (Pvt.) Ltd. are two separate entities. As claimed by the Complainant, the premises where connection is required has a separate gate (entry/exit), boundary wall etc. from M/s Starlet AHS (Pvt.) Ltd.
- (vi) National Electric Power Regulatory Authority Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022 provides that a distribution licensee shall ensure that all applicants and consumers are treated in a non-discriminatory, fair, transparent and just manner for provision of electricity.

5. Foregoing in view, LESCO is directed to provide the desired connection to the Complainant (M/s Starlet Innovation (Pvt.) Ltd.) subject to verification of documents particularly the ownership proofs submitted by the Complainant and completion of other codal formalities. Compliance report in this regard be submitted to this office within thirty (30) days.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 24, 2025