



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-260002183

**Consumer Affairs
Department**

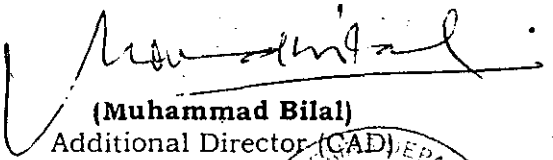
TCD.05/696 -2025
February 17, 2025

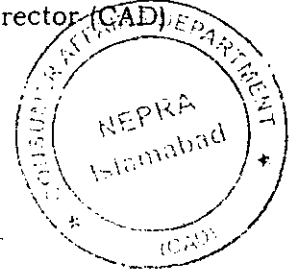
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WARASAT ALI S/O
HAJI FARMAISH ALI UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST LESCO REGARDING TEMPORARY DISCONNECTION.
(REF# 24 11114 1553301).
LESCO-NHQ-35752-10-2024**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated February 17, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)



Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road Lahore.
2. Rana Rizwan Sibghatullah,
Manager/Incharge Central Complaint Cell LESCO, (Focal Person, NEPRA),
LESCO, 22-A, Queens Road, Lahore.
3. S.E 1st Circle LESCO,
132 kv Suggian Grid Station, Abdul Qadir Jilani Road, Lahore.
4. XEN Gulshan e Ravi Division, LESCO
88-A, Mian Road, Gulshan-e-Ravi, Lahore.
5. Mr. Warasat Ali S/O Haji Farmaish Ali,
K/O House# 35, Main Road, Gulshan Colony,
Bund Road, Lahore.
Cell# 0321-8245076



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

Complaint No. LESCO-NHQ-35752-10-2024

Mr. Warasat Ali S/O Haji Farmaish Ali,
R/O House# 35, Main Road, Gulshan Colony,
Bund Road, Lahore.
Cell# 0321-8245076

.....**Complainant**

Versus

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

..... **Respondent**

Date of Hearing: October 10, 2024

On behalf of: Mr. Warasat Ali

Complainant:

Respondent:

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WARASAT ALI S/O HAJI FARMAISH ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING TEMPORARY DISCONNECTION (REF# 24 11114 1553301)

DECISION

This decision shall dispose of the complaint filed by Mr. Warasat Ali S/O Haji Farmaish Ali (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 submitted in his complaint that he applied for a temporary disconnection on January 13, 2023, at the concerned SDO office. However, LESCO did not disconnect the complainant's connection as requested, resulting in the imposition of fixed monthly charges. The complainant requested for withdrawal of these unjustified fixed charges, amounting to Rs. 23,500/- per month, but LESCO refused to provide any relief to the Complainant in this regard. Consequently, the Complainant approached NEPRA for resolution of his complaint and redressal of his grievance.

3. Accordingly, the matter was taken up with LESCO for submission of parawise comments/report. However, LESCO failed to submit the report regarding the subject matter in stipulated time period.

4. In order to probe further into the matter, a hearing was held on September 28, 2024, at NEPRA Headquarters, Islamabad. The hearing was attended only by the Complainant, while LESCO officials failed to appear, despite having the opportunity to present their perspective and arguments.

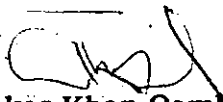
5. During the hearing, the Complainant emphasized that LESCO was violating NEPRA rules regarding temporary disconnection by not disconnecting his electricity

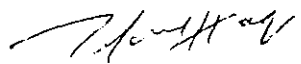
connection since he has applied (i.e., January 13, 2023) and the same was corroborated by the available record. After detailed analysis and thorough review of the record provided by the Complainant along with his arguments, it was observed that LESCO failed to effect the temporary disconnection. Moreover, the Complainant did not mention time period for availing temporary disconnection.


6. Clause 8.3 of NEPRA Consumer Service Manual (CSM) reads with clarification issued vide letter dated January 23, 2023, provides 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 DISCO shall disconnect/restore the electricity supply within (4) working days after completion of codal formalities.

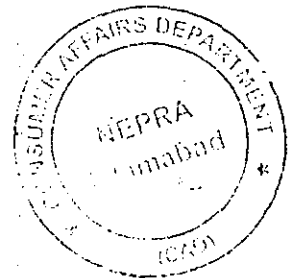
7. LESCO has violated the provisions of CSM. Therefore, LESCO is required to update the Complainant's account to reflect temporary disconnection within four (04) days from the submission of application for temporary disconnection (i.e. January 17, 2023), for maximum period of eleven (11) months in accordance with the relevant clauses of Consumer Service Manual (CSM) after due verification.

8. Foregoing in view, LESCO is directed to update the complainant's account to reflect temporary disconnection w.e.f. January 17, 2023 [within four (4) days of his application]. Moreover, the bills charged to the complainant based on monthly fixed charges be withdrawn for the period of eleven (11) months after January 17, 2023. Thereafter, the Complainant is liable to pay fixed charges. Compliance report be submitted within (15) days, positively.


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


(Muhammad Irfan-ul-Haq)
Member Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Illahi Shaikh) 17/02/25
Convener Complaints Resolution Committee/
Director General (CAD)



Islamabad, February 17, 2025