



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

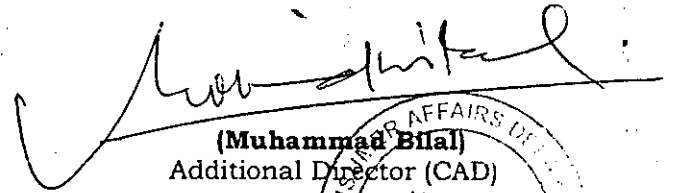
TCD.05/ 92 -2025
January 8, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHOAIB ABDUL SATTAR, M/S STAR ENTERPRISES, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN PROVISION OF CONNECTION.**
LESCO-NHQ-29877-10-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated January 08, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)

Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Rana Rizwan Sibghatullah,
Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. Mr. Shoaib Abdul Sattar,
M/s Star Enterprises, 3-KM Gujranwala Road,
Sheikhupura.
Email: starenterpk@gmail.com
0333-3799266



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

Complaint No. LESCO-NHQ-29877-10-23

Mr. Shoaib Abdul Sattar,
M/s Star Enterprises, 8-KM Gujranwala Road,
Sheikhupura.
Contact: 0333-3799266

..... Complainant

VERSUS

Lahore Electric Supply Company
22 A, Queens Road Lahore.

..... Respondent

Date of Hearing(s):

May 27, 2024
June 06, 2024
September 10, 2024

**On behalf of
Complainant:**

1) Mr. Shoaib Abdul Sattar
2) Mr. Shoukat Ali Shah

Respondent:

1) Mr. Naeem Abbas, SDO, LESCO

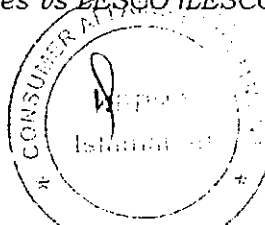
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHOAIB ABDUL SATTAR, M/S STAR ENTERPRISES, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DELAY IN PROVISION OF CONNECTION (REF# 24 11264 9001052U)

Decision

This decision shall dispose of the complaint filed by M/s Star Enterprises through Mr. Shoaib Abdul Sattar (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 the complaint submitted that he applied for an industrial connection (B3) on September 17, 2021, through an independent feeder and paid the Demand Notice amounting to Rs. 24,647,096 in October 2021. However, the connection has yet not been installed by LESCO. Additionally, instead of timely installation, material, specifically the conductor required for the feeder, was stolen by unknown thieves during the installation work. The Complainant approached LESCO, but his grievance was not addressed. Subsequently, the Complainant approached NEPRA for provision of electricity connection and redressal of his grievances.

3. The matter was taken up with LESCO for submission of parawise comments/report. In response, LESCO submitted that ACSR Osprey Conductor against subjected connection was installed and handed over to Mr. Afzal, a representative of M/s Star Enterprises. LESCO further added in its report that watch and ward of installed and shifted material is sole responsibility of the consumer. The work was started in January 2022 and 90% work was completed till December 2022. In the meanwhile, theft of installed ACSR Conductor



was reported and accordingly an FIR was lodged by LESCO against the stolen Conductor vide FIR No. 408/23 in the Saddar Police Station Sheikhupura. Subsequently, a demand notice of capital cost of stolen Osprey Conductor amounting to Rs. 10,366,574/- was issued to the Complainant on June 03, 2024. LESCO added that as soon as demand notice will be paid by the consumer and issuance of material, the work will be executed. During the hearing, LESCO was directed to provide SOP regarding theft of material during execution of work, however, the same was not provided by LESCO.

4. In order to probe further into the matter, hearings were held at NEPRA Head Office, Islamabad, which were attended by both the parties (i.e., LESCO and the Complainant), who advanced their arguments based on their earlier submissions. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- (i) The Complainant applied for an industrial connection (i.e.B3) on September 17, 2021, through an independent feeder and paid the Demand Notice amounting to Rs. 24,647,096 in October 2021. Accordingly, the material was drawn from store by LESCO and the work was started in January, 2022. ACSR Osprey Conductor was installed and as reported by LESCO the same was handed over to Mr. Afzal, a representative of M/s Star Enterprises. By December 2022, 90% of the work was finished, however, theft of 8190 meters of installed ACSR Osprey Conductor was reported, leading to the filing of an FIR (No. 408/23) dated March 06, 2023 at Saddar Police Station in Sheikhupura. On June 3, 2024, a demand notice for the capital cost of the stolen conductor amounting to Rs. 10,366,574/- was issued to the Complainant.
- (ii) On the contrary, the Complainant negated the version of LESCO and highlighted that the security and protection of material is responsibility of LESCO till the completion and handing over the executed/installed work to him. The complainant also apprised that the handing over the project was not performed by LESCO. Notably, LESCO has not provided any document or evidence that can reflect the handing over of the project/work to the complainant. It is pertinent to mention here that FIR was lodged by LESCO official (Assistant Manager Construction LESCO) which shows that LESCO officials were aware that security & safety of material was their responsibility.
- (iii) Furthermore, after execution of work by Construction Department of LESCO, system was required to be handed to Operation Department of LESCO not to the Complainant. Moreover, the Complainant has already paid the demand notice in full, therefore, no additional demand notice can be served by LESCO.
- (iv) LESCO was asked to provide any SOP of LESCO from which it could be ascertained that who is responsible for this loss i.e. theft of material during execution of work. However, LESCO failed to submit any such SOP.

5. Foregoing in view, LESCO is responsible for safety and security of installed material during the execution/till completion of work, instead of the Complainant. Further, LESCO failed to provide any document/SOP to establish that in such cases i.e. theft of material during execution of work; responsibility lies with the applicant, therefore, LESCO is directed to withdraw estimate and to complete the work against already paid demand notice.

(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 08, 2025

