



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

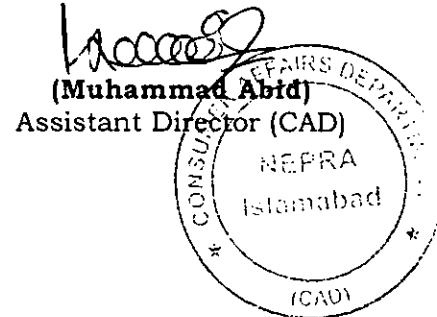
TCD.05/4025-2025
September 22, 2025

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. AFTAB AHMED
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST LESCO REGARDING SHIFTING OF TRANSFORMER (REF # 24-
11133-0010801)**
Compliant No. LESCO-NHQ-50457-02-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 22, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above



Copy to:

1. Chief Engineer/Customer Services Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Incharge Central Complaint Cell, LESCO & -
Focal Person to NEPRA,
LESCO, 22-A, Queens Road, Lahore.
0370-4990220/ 042-99204859
Email: dmcs1lesco@gmail.com
3. Executive Engineer/XEN (Operation),
Ravi Road Division, LESCO,
Block No.01, 114 Karim Park, Ravi Road, Lahore.
4. Assistnat Director (CAD)
NEPRA Provisional Office, Line Arcade Plaza,
GECH Society, Phase iii, Link Road, Model Town, Lahore.
5. Mr. Aftab Ahmad Bajwa,
476/A, Near Tube Well, Nabi Bakhsh Park,
Shad Bagh, Lahore.
0301-6662901



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

Complaint No. LESCO-NHQ-50457-02-25

Mr. Aftab Ahmed
476-A, Nabi Baksh Park, Shad Bagh
Lahore.

.....Complainant

Versus

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

.....Respondent

Date of Hearing: July 16, 2025

On behalf of:
Complainant: Absent

Respondent: Mr. Sooban Siddique XEN (Operation), LESCO

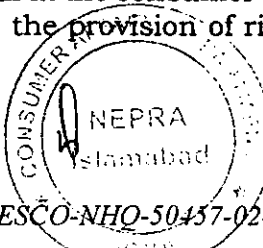
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AFTAB AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING SHIFTING OF TRANSFORMER (REF # 24-11133-0010801)

DECISION

This decision shall dispose of the complaint filed by Mr. Aftab Ahmed (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 facts of the case are that NEPRA received a complaint from Mr. Aftab Ahmed dated February 06, 2025 wherein the Complainant raised the issue of encroachment and safety risk posed by wrong/ improper installation of distribution transformer(s) in the close vicinity of his premises. The matter was taken up with LESCO and hearing was held at NEPRA Head Office, Islamabad wherein the matter was deliberated at length and the record was scrutinized. During the hearing and after detailed deliberations, it was established that the Complainant's premises was built at a later time succeeding to installation and operationalization of the impugned transformers by LESCO. Moreover, the Complainant failed to submit any application/intervention/request pertaining to execution of the disputed installations in the zone of its premises.

3. According to the clause 3.1.3 of the Consumer Service Manual (CSM), if any person constructs a house, shop or a building etc. near/under any existing distribution facility and subsequently applies for relocation of the same, it shall be relocated at the applicant's expense along with provision of right of way of by applicant. In conjunction with the above, clause 3.1.2 of CSM also envisages that if an applicant/consumer requires the relocation of a distribution facility i.e. HT/LT lines, transformers, structures etc. for convenience because of construction or otherwise DISCO shall at the consumer's expense, relocate the distribution facility, if found feasible. In such case, the provision of right of way will be responsibility of the consumer.



4. The prudent cost for shifting of disputed transformers along with allied equipment is liable to be paid by the Complainant along with the provision of right of way. LESCO is directed to shift the distribution infrastructure after payment of the prudent cost as & when deposited by the Complainant and provision of right of way. However, LESCO is directed to adopt all safety measures including but not limited to earthing of the distribution transformer/line to avoid any untoward situation/accident.

5. In view of the said, instant matter is disposed of in above-mentioned terms.



(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, September 22, 2025

