

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.05/1181-2025
November 13, 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. HABIB AHMED,
DEVELOPER/DIRECTOR, AL NOOR GARDEN HOUSING SCHEME, UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO
REGARDING REFUND OF BANK GUARANTEE.**

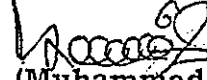
Complaint No. LESCO-NHQ-55693-06-25

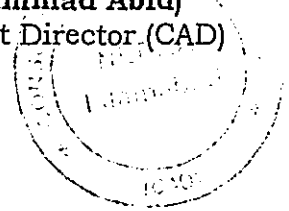
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 13, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Incharge NEPRA Regional office,
54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
5. S.E Nankana, LESCO
132 kV Grid Station, Nankana Sahib, Sheikhpura.
6. Mr. Habib Ahmed, Developer/Director,
Al Noor Garden Housing Scheme, Shahkot Road,
Sangla Hill, Nankana Sahib.
Cell: 056-3700711.


(Muhammad Abid)
Assistant Director (CAD)



{ For follow-up please. }



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

Complaint No. LESCO-NHQ-55693-06-25

**Mr. Habib Ahmed, Developer/ Director,
Al Noor Garden Housing Scheme, Shahkot Road,
Sangla Hill, District Nankana Sahib.
056-3700711**

..... Complainant

Versus

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

..... Respondents

Date of Hearing: August 08, 2025
September 24, 2025

**On behalf of:
Complainant:**

Mr. Muhammad Khalid Javed, Director

Respondent:

Mehmood Us Salam Khan, Additional Deputy Manager

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HABIB AHMED,
DEVELOPER/ DIRECTOR, AL NOOR GARDEN HOUSING SCHEME, SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF
ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING REFUND OF BANK
GUARANTEE**

DECISION

This decision shall dispose of the complaint filed by M/s Al-Noor Gardens Housing Scheme through Mr. Habib Ahmed, (hereinafter referred to as the "Complainant" or the "Sponsor") 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 the Complainant in his complaint submitted that LESCO allowed the Al-Noor Gardens Housing Scheme for execution of underground electricity work privately through approved contractors of LESCO. The Sponsor deposited bank guarantee equal to 25% of the total cost of the electrification work, however, upon complication of the said work, LESCO refused to release the required bank guarantee and informed that the same guarantee will remain intact till completion of seven years whereby the Sponsor is responsible for maintenance of distribution network. Being aggrieved, the Complainant approached NEPRA that necessary directions be issued to LESCO for release of the bank guarantee.

3. The matter was taken up with LESCO. In order to proceed further a hearing was held at NEPRA Head Office, Islamabad which was attended by both the parties (LESCO and the Complainant) wherein matter was discussed in detail. According to the record made so available by the parties, the external electrification of Al-Noor Garden housing scheme or

CRC Decision: Mr. Habib Ahmed M/s Al-Noor Gardens

(LESCO-NHQ-55693-06)

Page



ultimate load of 2672 kW through 11 kV independent feeder emanating from 132 kV Snagla Hill Grid Station was approved by LESCO vide letter dated September 01, 2021 and allowed to execute work privately through LESCO approved contractors/vendors. The Sponsor deposited an amount of Rs. 11,522,082/- (25% of the total cost of electrification) as bank guarantee to LESCO in accordance with Clause 2.7.2 of Consumer Service Manual (CSM). Subsequent upon completion of electrification work of the society, LESCO vide letter dated November 22, 2023 approved handing/taking over the system of the society.

4. According to the agreed terms and conditions between the parties (LESCO and the Sponsor), the Sponsor is responsible for the maintenance of distribution network inside the periphery of the Housing scheme for a period seven (07) years after handing/taking over of the project by LESCO. In order to ensure maintenance of the internal distribution network, the Sponsor has to provide a contract with a well reputed company for maintenance of the underground network of the society. Therefore, LESCO withhold the bank guarantee against execution of work and linked release of bank guarantee with a new bank guarantee of equal amount to ensure maintenance of the network for seven years.

5. According to NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022; subsequent upon taken over the distribution system by DISCO developed by the Sponsor, operation and maintenance of the system is the responsibility of the respective DISCO but in the instant case both the parties mutually agreed for maintenance of underground distribution system by the Sponsor for a period of seven years, therefore, both the parties are directed as under:

- (i) The Sponsor will be responsible for maintenance of underground distribution network for a period of seven (07) years and will provide a copy of contract agreement with a well reputed company in this regard.
- (ii) Date of seven (07) years period of maintenance shall commence from the date of energization of the project.
- (iii) The Sponsor apprised that bank guarantee submitted to LESCO against execution of electrification work is required to be released as the electrification on self-finance basis has been completed. LESCO submitted that the said bank guarantee has been expired and a new bank guarantee in lieu of maintenance of underground distribution network is yet to be provided by the Sponsor. The Sponsor submitted that provision of a new bank guarantee may take some time, therefore, LESCO should release the earlier bank guarantee. In view thereof, the Sponsor is directed to submit cross cheque of equal amount including an undertaking on non-judicial stamp paper for renewal of the guarantee within period of two (02) months. Upon receipt of cross cheque; LESCO should release the earlier submitted bank guarantee to the Sponsor. After submission of a fresh bank guarantee in lieu of maintenance of underground distribution network; LESCO shall return the cross cheque submitted by the Sponsor.

6. The instant complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 13, 2025

CRC Decision: Mr. Habib Ahmed M/s Al-Noor Gardens

(LESCO-NHQ-55693-06-25)