



**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/ <sup>223</sup> -2026  
January 13, 2026

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY FLIGHT LIEUTENANT (RETD) MUHAMMAD ASHRAF CHAUDHARY, DIRECTOR GENERAL, MINISTRY OF FINANCE, PAKISTAN MINT UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXEMPTION OF SUBMISSION OF BANK GUARANTEE (REF 24 11315 91000200).**

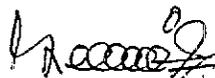
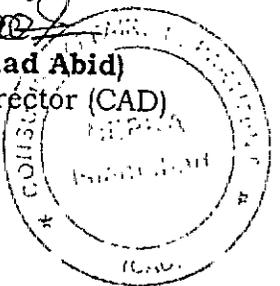
Complaint No. LESCO-NHQ-66578-12-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 13, 2026 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 Central Complaint Cell, LESCO  
Focal Person To NEPRA,  
LESCO, 22-A, Queen's Road, Lahore.  
Cell # 0370-4990220.
4. Chief Engineer (P&D) LESCO,  
22-A, Queen's Road, Lahore.
5. Assistant Director (CAD),  
NEPRA Regional office, 54-B, Link Arcade, GECH Society,  
Phase-3, Link Road, Model Town, Lahore.
6. Flight Lieutenant (Ret.) Muhammad Ashraf Chaudhry,  
Director General, Government of Pakistan,  
Ministry of Finance, Pakistan Mint, Lahore.

  
(Muhammad Abid)  
Assistant Director (CAD)  




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

**Complaint No. LESCO-NHQ-66578-12-25**

**Flight Lieutenant (Retd) M. Ashraf Chaudhary,** ..... **Complainant**  
Director General, Govt. of Pakistan,  
Ministry of Finance, Pakistan Mint, Lahore.

**VERSUS**

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

**Date of Hearing:** December 30, 2025

**On behalf of** Mr. Muhammad Ashraf Chaudhary

**Complainant:**

**Respondent:** Mr. Faisal Zakria, Chief Engineer (P&D), LESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY FLIGHT LIEUTENANT (RETD) MUHAMMAD ASHRAF CHAUDHARY, DIRECTOR GENERAL, MINISTRY OF FINANCE, PAKISTAN MINT UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXEMPTION OF SUBMISSION OF BANK GUARANTEE (A/C 24-11315-91000200)**

**DECISION**

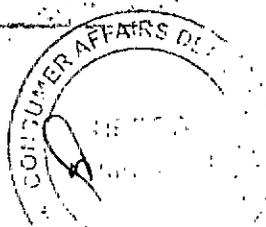
This decision shall dispose of the complaint filed by Flight Lieutenant (Rtd) Muhammad Ashraf Chaudhary, DG, Pakistan Mint (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "LESCO") under Section 39 of the Regulation of Generation, 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 the subject Complaint has submitted that Pakistan Mint is a subordinate department of the Finance Division and consists of a factory and a residential colony which are being supplied electricity through bulk supply meters installed in factory premises. The department has been supplying electricity to the residential colony through its own infrastructure (sub meters) and collecting bills for onward deposit into the government exchequer. However, audit has raised observations regarding difference between rates charged by LESCO to Pakistan Mint (B3 and C-2b tariffs) and the rates charged by Pakistan Mint to the employees of the Colony (Domestic tariff), which is being borne by the departmental budget. Public Accounts Committee (National Assembly) had directed the management of Pakistan Mint/Ministry of Finance to complete the individual metering process within 60 days. Pakistan Mint had already prepared the design book and the payments on account of Deposit works and Grid sharing have already been made to LESCO.

3. The Complainant has further submitted that LESCO has asked Pakistan Mint to furnish a bank guarantee. Pakistan Mint does not maintain any account with a public or private bank. Its budget/funds are allocated through the centralized accounting system of

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Federal Government and expenditure is incurred therefrom after audit by AGPR. Therefore, it is not possible for Pakistan Mint to provide the required bank guarantee through the aforementioned AGPR mechanism. Pakistan Mint has requested for exemption of bank guarantee under Consumer Service Manual on the basis of being a pure Federal Government department.

4. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- (i) Pakistan Mint is a Govt. department, had established a residential colony along with its factory. The colony is already electrified and is getting electricity in bulk. Sub meters are installed in the colony.
- (ii) Pakistan Mint receives electricity supply at B-3 & C-2 tariff while the residents are charged under domestic tariff. The difference is being borne by the Pakistan Mint.
- (iii) The Audit party has raised the issue and at present the issue is escalated at Public Accounts Committee. In order to settle the audit observations, Pakistan Mint has approached LESCO for installation of individual meters. In this regard, Pakistan Mint has submitted design book and has already paid electrification charges including grid sharing charges.
- (iv) LESCO has demanded 25% of the capital cost as bank guarantee. Pakistan Mint has requested for exemption of bank guarantee due to non-availability of funds and complicated process being involved for issuance of bank guarantee through AGPR.
- (v) This is not a housing society or plotting area and is required to be converted from one point supply to individual billing. The colony pertains to Government department and is already electrified. As such no condition of bank guarantee is applicable in this case, however, the Complainant has assured to submit an undertaking duly vetted by Finance Department for completion/up-gradation of distributed network/ electrification work.
- (vi) Moreover, the area is already electrified and its further up-gradation is required for installation of individual meters/connections and Pakistan Mint has already deposited the required demand notices issued by LESCO. Therefore, in this case, there is no requirement of provision of bank guarantee by Pakistan Mint to LESCO.

5. Foregoing in view, LESCO is directed to process the case of Pakistan Mint for electrification without demand of bank guarantee. However, LESCO may obtain an undertaking from the Pakistan Mint to its satisfaction. The Complaint is disposed of in above terms.

**Note:** The decision is applicable for the instant case and shall not be considered as precedent for other similar cases. Such like cases, if received in future shall be decided from case to case basis, keeping in view the merit of the cases.

  
(Lashkar Khan Qambrani)  
Member, Complaints Resolution Committee/  
Director (Consumer Affairs)

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

  
(Naweed Illahi Shaikh)  
Convener, Complaints Resolution Committee/  
Director General (Consumer Affairs)

Islamabad, January 13, 2026

(CAO)

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