



**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 05/31/63 -2026  
September 15, 2026

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

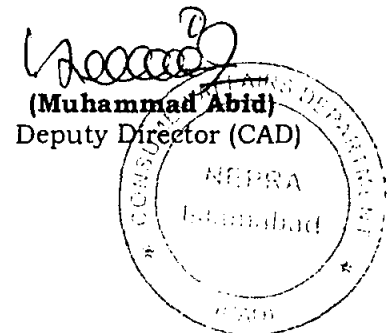
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MUNIR ANJUM GENERAL MANAGER OPERATIONS (POWER & MEP) NISHAT GROUP UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING REFUND AGAINST NON-AVAILABLE METERIAL BY LESCO (REF#24 11542 0000000) LESCO-LHR-37631-05-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 15, 2026, regarding the subject matter for necessary action and compliance.

**Encl: As above**

**Copy to:**

- i. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road, Lahore.
- ii. Manager (Commercial),  
LESCO, 22-A, Queen's Road, Lahore.
- iii. Additional Director (CAD),  
NEPRA Regional Office, 54-B, Link Arcade,  
GECH Society, Phase 3, Link Road, Model Town,  
Lahore.
- iv. Incharge Complaint Cell, (Focal Person to NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
- v. Mr. Muhammad Munir Anjum,  
General Manager Operations (Power & MEP)  
Nishat Group, B, Aziz Avenue, Canal Bank,  
Gulberg V, Lahore.





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

**Complaint No. LESCO-LHR-37631-05-24**

**Mr. Muhammad Munir Anjum** ..... **Complainant**  
General Manager Operations (Power & MEP) Nishat Group  
B, Aziz Avenue, Canal Bank, Gulberg V, Lahore

**VERSUS**

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

**Date of Hearing:** July 03, 2025  
September 10, 2025  
October 09, 2025  
December 23, 2025  
March 05, 2026  
September 03, 2026

**On behalf of:** Mr. Zulfiqar Ali, Manager (Elect.), NHPL  
**Complainant:**

**Respondent:** Syed Ishfaq Ali Shah, XEN (Ops) Cantt, LESCO  
Mr. M. Ghaffar, SDO (Operation), LESCO  
Mr. Tafseer Ahmad, SDO (Operation), LESCO  
Mr. M. Javed, SDO (Operation), LESCO  
Syed Athar, RO, LESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MUNIR ANJUM GENERAL MANAGER OPERATIONS (POWER & MEP) NISHAT GROUP UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING REFUND AGAINST NON-AVAILABLE METERIAL BY LESCO (REF#24 11542 0000000)**

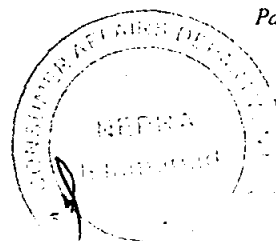
**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Munir Anjum (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 NEPRA received a complaint from Mr. Muhammad Munir Anjum, wherein the Complainant prayed for refund of Rs. 1,251,353/- (Rs. 778,310/- for the sub-station & Rs. 473,043/- for the security deposit), paid to LESCO in the year of 2022 through a demand notice for issuance of a temporary connection which was not provided by LESCO. The Complainant had submitted a refund application, after one month of payment of demand notice. The Complainant also requested a refund of other charges i.e., Rs. 824,000/- (12% store charges & 8% installation charges), paid for the installation of a 400 kVA self-purchased independent transformer, for which LESCO had received the installation cost through a demand notice for a permanent connection. The said connection was approved by LESCO, however, it failed to install the transformer within

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CRC Decision: Mr. Munir Anjum vs LESCO (LESCO-LHR-37631-05-24)



the stipulated timeframe. Despite the fact that LESCO had already received installation charges amounting to Rs. 824,000 (including 12% store charges and 8% installation charges) through a demand notice. The matter was taken up with LESCO and hearings were held at the NEPRA Provincial Office, Lahore, wherein the matter was discussed in detail.

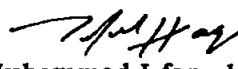
3. The case has been examined at length in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- (i) The Complainant submitted an application to LESCO in the year 2022 for provision of temporary electricity connection. In response, LESCO issued a demand notice amounting to Rs. 1,251,353, comprising Rs. 778,310/- for the substation and Rs. 473,043/- as a security deposit. The said amount was duly deposited by the Complainant within the stipulated time. However, despite the fulfillment of the payment requirement, the temporary connection was not provided by LESCO for reasons not communicated to the Complainant. Subsequently, the Complainant submitted an application to LESCO requesting the refund of the amount deposited against the said temporary connection. Despite the submission of the refund request and repeated follow-ups, LESCO failed to process or refund the amount.
- (ii) Later, the Complainant applied for a permanent commercial connection for the same premises. LESCO issued a separate demand notice for the said permanent connection, which was duly paid by the Complainant. This demand notice included an amount of Rs. 824,000/-, comprising of Rs. 494,400/- (12% store charges) and Rs. 329,600/- (8% installation charges) for the installation of a 400 kVA transformer including allied material. The transformer was to be purchased on self-finance basis. The Complainant purchased the transformer and arranged the transportation of the said transformer from the manufacturer to the site without involving any store of LESCO, however, the connection was energized by LESCO.
- (iii) Perusal of the documentary evidence and mutually agreed discussions with both the parties, reveals that Rs. 1,251,353/- received by LESCO for the provision temporary connection is refundable, as the connection was not provided. Furthermore, out of Rs. 824,000/-, paid for store and transformer installation charges, LESCO is to refund Rs. 494,400/- (12% store charges) as no LESCO store was used for the 400 kVA transformer during the process of installation, while Rs. 329,600/- (8% installation charges) are deemed to be non-refundable.

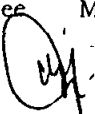
4. Foregoing in view, LESCO is directed to refund Rs. 1,251,353/- paid by the Complainant for the temporary connection and Rs. 494,400/- paid for store charges related to the installation of 400 kVA transformer for permanent connection, within thirty (30) days. The case is disposed of in above terms.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee  
Director (Consumer Affairs)

  
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee  
Assistant Legal Advisor

  
(Naveed Illahi Shaikh)

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

Islamabad, September 15, 2026

