



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.05/3245-2026
August 31, 2026

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

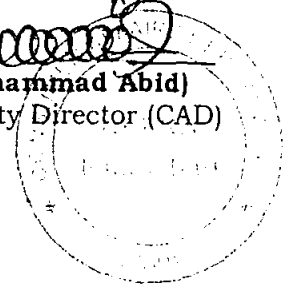
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABID KHAN (M/S ATC TRADING COMPANY) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING SHIFTING OF TRANSFORMER LESCO-NHQ-68622-02-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 31, 2026 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. Manager (Commercial),
LESCO, 22-A, Queen's Road, Lahore.
3. Manager/ Incharge Complaint Cell, (Focal Person to NEPRA)
LESCO, 22a-A, Queens Road, Lahore.
Email: dmcs1lesco@gmail.com
4. Mr. Muhammad Abid Khan,
M/s ATC Trading Company, Mustafa Center,
Shah Alam Market, Lahore.


(Muhammad Abid)
Deputy Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-NHQ-68622-02-26

Mr. Muhammad Abid Khan,
M/s ATC Trading Company, Mustafa Center,
Shah Alam Market, Lahore.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: February 11, 2026
April 29, 2026
May 09, 2026

Complainant: Mr. Muhammad Abid Khan

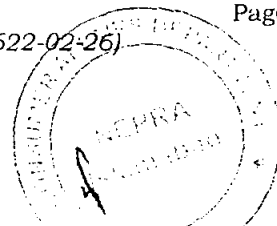
Respondent: Mr. Muhammad Imran Babar, SDO, LESCO
Mr. Muhammad Ali, SDO, LESCO
Mr. Azam Mehmood, LESCO
Mr. Fayyaz Hussain, XEN, LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABID KHAN (M/S ATC TRADING COMPANY) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING SHIFTING OF TRANSFORMER

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Abid Khan (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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 Abid Khan wherein the Complainant disputed the installation of 100KVA transformer in front of his shop. According to the complainant this transformer was previously installed across the road opposite to his shop for around 25 years and was suddenly shifted right in front of his shop without any consultation with him or any NOC. According to the complainant it was shifted illegally without meeting the legal requirements and that it now also posed serious safety concerns for him. The Complainant further informed that Demand Notice for the transformer was in the name of National Bara Market, however, the transformer was illegally installed in front of Mustafa Center and the same was also installed without issuance of NOC.



3. LESCO responded in its written submission dated January 08, 2025 that the transformer was shifted in consultation with the President of the Trade Union of the concerned commercial plaza and when the required amount of demand notice was paid by a consumer namely Muhammad Khalid Butt s/o Abdul Rasheed. LESCO further stated that after receipt of two complaints against shifting of transformer to the disputed location, the matter was consulted with the complainant and with the President of the Trade Union of that commercial plaza. Further, when LESCO tried to shift the transformer from the disputed point to another suitable location, the shopkeepers and the President of the trade union created hindrance in the official work of LESCO. It was further informed that a Civil Court issued a stay order in the stated case after petition by the shopkeepers.

4. The Civil Court initially granted a stay order dated December 24, 2024 that ".....defendants are further restrained from shifting the transformer without due course of law. This order shall have no effect on any other legal as well as judicial proceedings and on any judgment/decreed or any other already passed by any competent court." However the stay order was later vacated on May 26, 2025. The matter was again taken up in the sessions court and the court decided that (dated January 09, 2026) ".....The matter with regard to transfer of the transformer falls within domain of LESCO under NEPRA authority as it is technical matter and passing of any injunctive order restraining the said authority to give its decision on it as per rules and regulations will be an interference with the functioning of the department while discharging its public duties....."

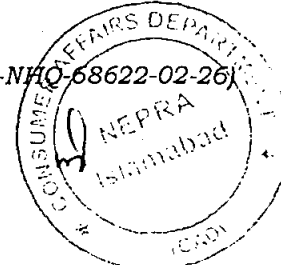
5. In view of the foregoing, the matter was taken up with LESCO and hearings were held at NEPRA Head Office, Islamabad wherein the matter was discussed in detail. At the last hearing held on May 09, 2026, the concerned XEN LESCO was directed to visit the site and take necessary action for shifting the transformer at an appropriate place as per provisions of Consumer Service Manual (CSM) and submit the report. Instead LESCO has submitted that the transformer was shifted after fulfilling all the departmental formalities and as per request/consent of the majority of shopkeepers of Mustafa Centre Shah Alam Market Lahore.

6. After going through all the documentary evidence, the written statements of both the parties and the proceedings of the hearings, it is evident that LESCO shifted the transformer without fulfilling the legal requirements such as NOC/consent of the owner of the shop (owned by the complainant) in front of which the transformer was being shifted. Further, LESCO has already conceded that it tried to shift the transformer from the disputed location which was hindered by some shopkeepers and the President of the trade union. Furthermore, LESCO is time and again trying to circumvent the legal requirements by citing "the consent of the majority of shopkeepers". Similarly, the complainant's concern for safety also holds ground since he has twice reported of the blasts in the disputed transformer once on April 24, 2025 and again reported another blast in the same transformer on July 10, 2025.

7. Clause 3.1.2 of the Consumer Service Manual (CSM) states 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 the responsibility of the applicant/consumer." In the instant case, the transformer was shifted from other location to the existing location (Disputed) on Cost Deposit Basis in connivance with the trade union which infringed the rights of the Complainant.

8. Furthermore, safety concerns of the Complainant are also genuine given the two reported blasts. As per Clause 7.17.6 and Clause 7.27.2 of NEPRA Power Safety Code 2026:

7.17.6. "Transformer, poles, structures, towers, conductors, and other electrical apparatus shall be installed in safe locations to avoid hazards to humans and animals. These installations can be at ground level, underground, or overhead, and shall be away from hazardous locations such as flood channel, etc. Existing transformer, poles, structures, towers, conductors, and other electrical apparatus in hazardous locations must be relocated or



replaced with new ones in safe locations. Install guy/stay wires to stabilize poles and structures, marking them with high-visibility sleeves to prevent tripping hazards at public places. Fence shall be installed around high-voltage equipment's and must remain closed and locked at all times to prevent unauthorized access. Clearly mark the location of underground electrical facilities to alert future excavation efforts. Install clear and visible signage indicating the presence of high-voltage equipment and potential hazards."

7.27.2. "The location of distribution transformer shall not obstruct or interfere with traffic, sidewalks, or driveways, nor shall it block the opening of gates, doors, windows, emergency exits, or the only entrance/exit of any building."

9. In the instant case; the transformer is installed in violation of safety standards and NEPRA Power Safety Code, 2026.

10. Foregoing in view, LESCO is directed to immediately shift the transformer to its previous location or any other suitable location as per applicable law/rules/regulations and the cost shall be recovered from the beneficiaries who are provided electricity supply from that transformer. Further, LESCO is directed to inquire the matter and fix responsibility on the officials involved in the illegal shifting of the transformer at the present location and also for creating safety hazards and submit report within thirty (30) days.

11. The complaint is dispose 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

(Naweed Hishhi Shaikh)

Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

Islamabad, August 31, 2026

