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.05/4374-2026
November 10, 2026

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

SUBJECT: DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE IN WRIT PETITIONS NO. 44510/2026 BY MR. NAEEM SHAHZAD VS NEPRA ETC.
Complaint No. **LESCO-NHQ-81195-09-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 10, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Copy to:

1. Assistant/Additional Registrar (Judicial), Lahore High Court, Lahore. (With reference to Writ petition No. 44510-24 dated August 25, 2026)
2. Chief Engineer/Customer Service Director, 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.
5. Mr. Naeem Shahzad S/o Muhammad Afzal R/o 209 Ravi Park, Ravi Road, Lahore.
6. Ms. Humaira Afzal Advocate Advocate High Court, 7-A Turner Road, Lahore. Cell: 0321-4861928.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-NHQ-81195-09-26

Mr. Naeem Shehzad S/o Muhammad Afzal, ... **Complainant**
Through Ms. Humaira Afzal, Advocate High Court
R/o 209-Ravi Park, Ravi Road, Lahore

VERSUS

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

Date of Hearings: : October 14, 2026

On behalf of Complainant: Ms. Humaira Afzal, Advocate High Court

Respondent: Mr. Miraj Khalid, XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE DATED AUGUST 25, 2026 IN WRIT PETITION NO. 44510/2024: NAEEM SHEHZAD VS. NEPRA ETC.**

DECISION

In pursuance of the Order of the Honorable Lahore High Court, Lahore dated August 25, 2026 passed in Writ Petition No. 44510 of 2024, this decision disposes of the complaint filed by Mr. Naeem Shehzad (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 the Complainant filed a complaint before NEPRA regarding a hazardous, faulty, and improperly maintained 200 kVA transformer installed close to his house in Ravi Park, Lahore. The Complainant contended that due to poor maintenance, the said transformer exploded and caught fire on April 25, 2024 between 10:00 PM and 11:00 PM. As a result of the transformer blast and subsequent blazing oil fire, the Complainant's car (Mehran/Registration No. LEB/1774), parked in front of his residence; was completely destroyed. The incident was verified by the Punjab Emergency Service Department (Rescue 1122) vide incident report dated June 10, 2024. The Complainant subsequently approached the Lahore High Court vide W.P. No. 44510 of 2024, wherein the Honorable Court vide order dated August 25, 2026, directed NEPRA to decide the pending application through a speaking and reasoned order.

3. Accordingly, the matter was taken up with LESCO and hearing was conducted at NEPRA Head Office, Islamabad which was attended by both the parties wherein the matter was discussed in detail. According, to the detail, the Complainant's vehicle (Mehran Car Regd No. LEB-1774) parked outside the residence of the Complainant burnt due to the transformer explosion installed close to the Complainants residence.

4. Under the NEPRA Act, license conditions, and other applicable documents (applicable at that time) a distribution companies owe a fundamental statutory duty of care to ensure the

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safe installation, regular inspection, and proper maintenance of its electrical grid infrastructure, including transformers, to protect public life and property. In the instant case, there is failure of LESCO to maintain the 200 kVA transformer and the incident occurred due to negligence and non-compliances with the applicable provisions of NEPRA Power Safety Code and other applicable documents.

5. Foregoing in view, LESCO is advised to compensate the Complainant for the losses in accordance with LESCO's Compensation Policy and Clause-19.5 of the LESCO Safety Manual. The Complaint 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

10/11/26

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

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Islamabad, November 10 , 2026