
Prime Minister's public
Affairs and grievances wing

Success Stories



Redressal of Grievance Regarding Overbilling of Electricity Charges by the Lahore Electric Supply Company (LESCO)

Mr. Altaf Hussain, resident of Shad Bagh, Lahore, submitted a grievance to the the Prime Minister's Public Affairs and Grievances Wing, Islamabad, on 25th March, 2026, soliciting therein necessary intervention in the matter of excessive/erroneous billing of electricity charges.

The applicant stated that he had made repeated representations to the Lahore Electric Supply Company (LESCO) Administration for the rectification of the aforementioned anomaly; however, no remedial action was forthcoming from the concerned quarters.

Upon receipt and preliminary examination of the said grievance, the Prime Minister's Public Affairs and Grievances Wing, referred the matter to Chief Executive Officer, LESCO for redressal of grievance in accordance with relevant law/rules/policy.

The Complaint Manager, LESCO, informed that after scrutiny of the billing record, the excessive charges were rectified by extending a credit adjustment amounting to Rs. 17,342/-. Consequently, the revised bill was issued for an amount of Rs. 1,275/- on the 8th day of April, 2026.

The complainant was contacted telephonically who confirmed the rectification of the bill and expressed his complete satisfaction with the prompt and efficacious intervention of the Prime Minister's Public Affairs and Grievances Wing.

LESCO LAHORE ELECTRIC SUPPLY COMPANY ELECTRICITY CONSUMER BILL LESCO G.S.T # 8305271600291 www.lesco.gov.pk																																																																										
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STATIC SINGLE PHASE TWO WIRE ENERGY METER

LESCO LAHORE ELECTRIC SUPPLY COMPANY ELECTRICITY CONSUMER BILL Web REVISED BILL BILL NO: 1520356									
MAR 26 - 10782515 - 14 11152 1409103U - 1275 - 10 APR 26 - 1303 - 13 APR 26 - G									
BILL MONTH: MAR 26 DUE DATE: 10 APR 26 REFERENCE NUMBER: 14 11152 1409103U CUSTOMER ID: 10782515									
PAYABLE WITHIN DUE DATE: 1275									
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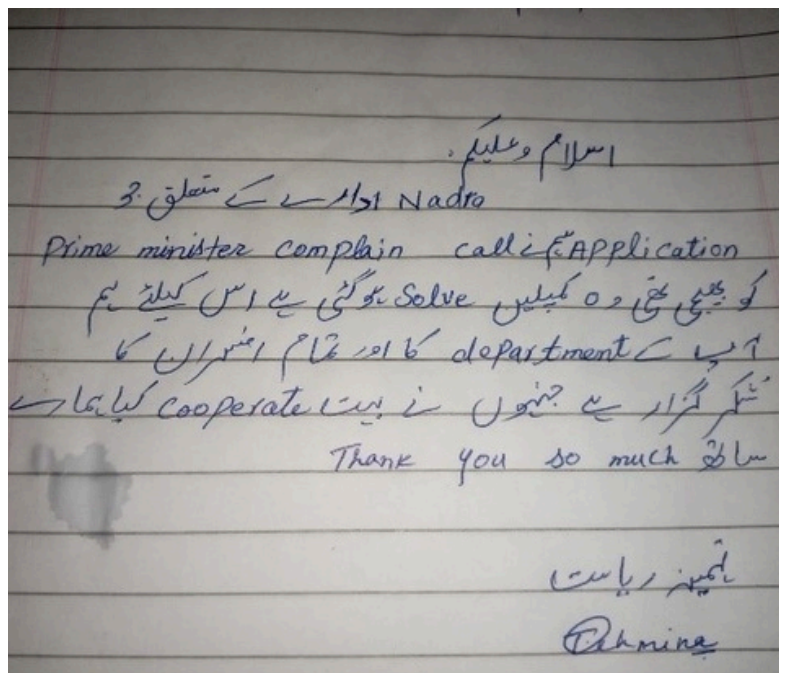
Timely Intervention by Prime Minister's Public Affairs & Grievances Wing Resolves Citizen's NADRA Issue

Ms. Tehmia Riasat, a resident of District Nankana Sahib, submitted an application dated 13th May, 2026 to the Prime Minister's Public Affairs & Grievances Wing, stating that an unknown individual had mistakenly been included in her Family Registration Certificate (FRC). As a result of this discrepancy, the Computerized National Identity Cards (CNICs) of her family members were blocked, causing significant inconvenience and affecting their daily affairs.

The Prime Minister's Public Affairs & Grievances Wing referred the case to the Director General, NADRA, on 15th May, 2026 for necessary action. The incorrect entry in the Family Registration Certificate was addressed, and the blocked CNICs of the family were successfully restored by NADRA.

Following the resolution of her grievance, Ms. Tehmia Riasat submitted a written expression of satisfaction and conveyed her sincere gratitude to the Prime Minister's Public Affairs & Grievances Wing and NADRA for their prompt response and efficient handling of her case.

This case reflects the Government's commitment to responsive governance and citizen-centric service delivery, ensuring that public grievances are resolved efficiently through effective institutional coordination.



Redressal of Grievance Pertaining to Illegal Dumping of Solid Waste and Resultant Environmental Hazard at K-Block, District Attock

On 5th March, 2026, Mr. Tajamal Hussain, resident of District Attock, highlighted that the residents of the locality had adopted the reprehensible and unlawful practice of indiscriminately dumping domestic and solid waste directly in front of the applicant's residence. Upon accumulation of substantial quantities, the said waste was routinely set ablaze by unidentified persons, resulting in the emission of noxious and toxic fumes, along with dense particulate smoke, causing health hazards. It was added that despite repeated verbal entreaties made by the applicant to the inhabitants of the locality, and formal written complaints lodged with the concerned Union Council Administration to desist from such unlawful dumping, no remedial or preventive measures were undertaken. Therefore, the applicant had requested for immediate removal of accumulated solid waste in order to ensure sanitation and cleanliness of the area.

The Prime Minister's Public Affairs and Grievances Wing, Islamabad forwarded the complaint to the Deputy Commissioner, Attock for necessary action to redress the grievance of the complainant as per law/rules/policy, who referred the matter to the Managing Director, Rawalpindi Waste Management Company (RWMC) for necessary action.

On the 11th day of May, 2026, the Managing Director, RWMC successfully executed the complete sanitation and removal of solid waste from the entire locality. Mr. Tajamal Hussain, confirmed the complete removal of waste and expressed his profound satisfaction and gratitude for the prompt and efficacious efforts undertaken by the Prime Minister's Public Affairs and Grievances Wing, Islamabad.



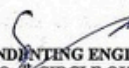
Resolution of Grievance-Installation of Electricity Meter

The Prime Minister's Public Affairs and Grievances Wing, Islamabad, has successfully addressed a complaint lodged by Muhammad Tufail, a resident of District Okara, Punjab. The complainant reported that his electric meter was removed due to non-payment of Bill. Later on, the complainant cleared all the outstanding bills but still the meter was not installed despite repeated requests to LESCO sub-division office.

Upon receipt of the complaint on February 03, 2026, the Prime Minister Public Affairs and Grievance Wing Islamabad, assigned the matter to the Complaint Manager, LESCO as per law/rules/policy.

The concerned responded via memo No.2286 dated Feb, 11-2026 confirming that the subject meter has been installed at the consumer's premises, as evidenced by LESCO memo No.2531 dated 13-02-2026.

This success story of Muhammad Tufail reinforces the commitment of the Prime Minister's Public Affairs and Grievance Wing, Islamabad, to a transparent and fair citizen grievance mechanism.

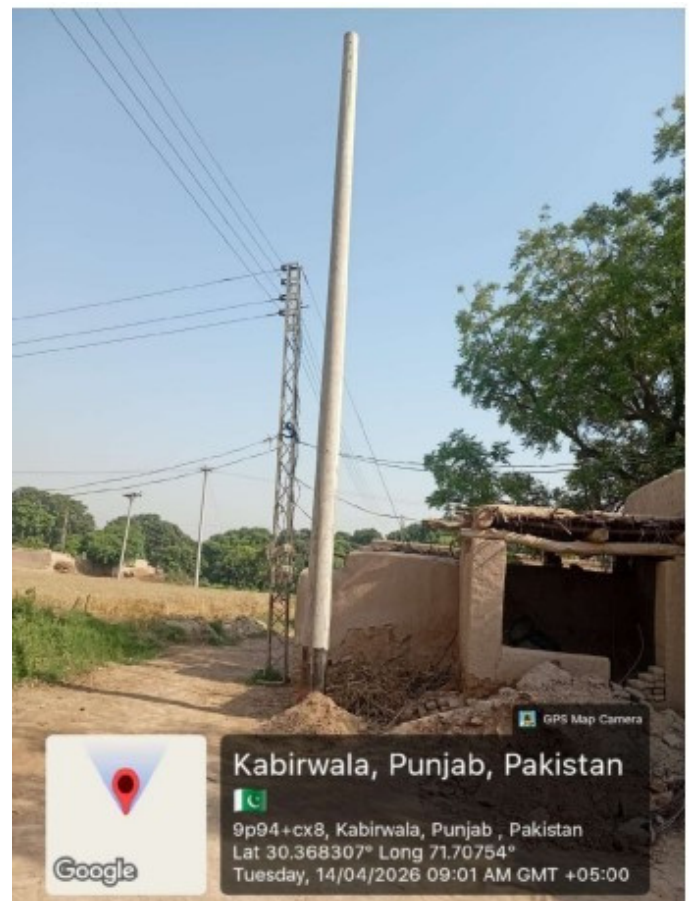
	LAHORE ELECTRIC SUPPLY COMPANY LIMITED SUPERINTENDING ENGINEER (OPERATION), 4 th Circle, LESCO District Complex, Okara. Phone: 044-9200201 Fax: 044-9200202
SUBJECT: <u>REPLY OF PMDU COMPLAINT NO. PU030226-92386320 IN THE NAME OF M.TUFAIL FOR RCO (DISCONNECTION OF METER)</u>	
Ref: Your Good office memo no. 1023-25/CCC/PMDU-SP-05/029/VOL-III dated 06.02.26	
In pursuance of complaint, it is submitted that matter has been investigated and found DMO Renala Division reported vide No. 4672 dated 11.02.2026, that consumer meter has been installed at site and supply running smoothly.	
Keeping in view the above complaint may please be closed.	
DA/as Above	
 SUPERINTENDING ENGINEER (OP) LESCO-4th CIRCLE OKARA	
To, Manager / InCharge Central Complaints Cell LESCO H/Q Lahore	
Memo No. <u>2531</u> /	Dated. <u>13-02</u> /2026.

Resolution of Grievance-Removal and Replacement of Old Electric Pole

The Prime Minister's Public Affairs and Grievances Wing, Islamabad, has successfully addressed a complaint lodged by Muhammad Adil, a resident of Tehsil Kabirwala, District Khanewal. The complainant had reported that deteriorated electric poles were posing a safety threat to the school going children as these electric poles were in the middle of the public walkways or adjacent to boundary wall of the residential houses. The complainant requested to replace these old electric poles with new ones.

Upon receipt of the complaint on 20-01-2026 Prime Minister's Public Affairs and Grievances Wing assigned the matter to CEO, MEPCO on 06-02-2026, for corrective action.

MEPCO closed the complaint under the status of "Resolved". The complaint was reopened in 09-02-2026 and the concerned office, CEO, MEPCO was requested to grant full relief to the citizen. The concerned SDO, Kabirwala vide letter No.1114-15 dated 14-04-2026 reported that old electric poles have been replaced with new poles and electricity supply has been restored. Complainant was contacted telephonically by Prime Minister's Public Affairs and Grievances Wing, Islamabad, who conveyed his full satisfaction on granted relief.



03/07/26