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.05/1224 -2026
April 08, 2026

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S. ZAFAR SONS PULP & BOARD MILLS PRIVATE LIMITED THROUGH MR. MUQSIT SALEEM ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT 1997, AGAINST LESCO REGARDING DETECTION BILL (REF 24 11622 2108900).
Complaint No. **LESCO-NHQ-69689-02-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 08, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. Deputy/Assistant Registrar (Motion), Islamabad High Court, Islamabad. (With reference to Writ petition No. 925/2026 dated February 24, 2026)
2. Chief Engineer/Customer Service Director, LESCO, 22-A, Queen's Road, Lahore.
3. Director Commercial
   LESCO, 22-A, Queen's Road, Lahore.
4. Incharge NEPRA Regional office,
   54-B, Link Arcade, GECH Society,
   Phase-3, Link Road, Model Town, Lahore.
5. Incharge Central Complaint Cell, LESCO
   Focal Person To NEPRA,
   LESCO, 22-A, Queen's Road, Lahore.
   Cell # 0370-4990220.
6. M/s. Zafar Sons Pulp Paper & Board Mills Pvt Ltd
   R/o House No. 134-A, Village Kharianwala, Sheikhupura,
   Block Rachna, Allama Iqbal Town, Lahore.
7. Mr. Muhammad Muqsit Saleem (Advocate)
   CMS by Hamid Law Firm, 10-F (Com),
   DHA Phase 1, Lahore.
   Cell: 0323-1484498.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-NHQ-69689-02-26

M/s Zafar Sons Pulp & Board Mills Private Limited ..... **Complainant**
Through Mr. Muqsit Saleem Advocate
Village Kharinwala, Shiekhupura, House No. 134-A
Block Rachna, Allama Iqbal Town, Lahore.

VERSUS

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

Date of Hearing: March 25, 2026

On behalf of Complainant: Syed Basit Zafar

Respondent: Mr. Shahid Iqbal Malik XEN (Operation), LESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S ZAFAR SONS PULP & BOARD MILLS PRIVATE LIMITED THROUGH MR. MUQSIT SALEEM ADVCOATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING DETECTION BILL (REF # 24-11622-2108900)

DECISION

In pursuance to the Order of Honorable Islamabad High Court, Islamabad dated February 23, 2026 in Wirt Petition No. 925/2026; this decision shall dispose of the complaint filed by M/s Zafar Sons Pulp and Board Mills Private Limited through Mr. Muqsit Saleem Advocate (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 M/s Zafar Sons Pulp and Board Mills Private Limited filed the said writ Petition before the honorable Islamabad High Court, Islamabad wherein the Complainant disputed charging of exorbitant bill amounting to Rs. 8,393,133/- for the month of January, 2026 in contrast with the previous consumption pattern and despite the premises being operationally closed and further pointed out the discrepancy in replacement of billing meter by LESCO without any notice. Accordingly, the matter was taken up with LESCO and hearing was held at NEPRA Head Office, Islamabad wherein the matter was discussed in the detail. During the hearing, LESCO officials submitted that the Complainant's meter was replaced on January 19, 2026 and the reading recorded on replaced meter and newly installed meter was charged against the Complainant's account, as breakup consumption for the billing cycle of January, 2026.

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

(i) The Complainant's industrial connection installed against reference number i.e. 24-11622-2108900 was charged monthly bill of 169920 units by LESCO during the month of January, 2026 on account of actual consumption recorded against the installed billing meters. The dispute raised by the Complainant was that the exorbitant bill has been charged by LESCO clearly in contrast with the previous consumption pattern while being inconsiderate of connected load at premises. The Complainant was also of the view that the previously installed billing meter was replaced by LESCO without any apparent defect based on mala fide intent.

(ii) Perusal of documentary evidence reveals that the Complainant's HT TOU billing meter No. 7673 was replaced with HT TOU AMR meter having No. 3799103522 by LESCO on January 19, 2026. The scrutiny of record i.e. MCO and the data download report of the removed meter reflects that the meter recorded 266.9 Peak and 1533.44 off Peak units till removal of meter from premises. Previously, the same meter recorded final reading i.e. Peak 262 and Off Peak 1505 for the billing cycle of December, 2025. As above, the difference of previous reading and reading noted on January 19, 2026 i.e. date of meter replacement comes as Peak 4.9 and Off Peak 28.44 which establishes chargeable units after incorporation of MF of 2000 as Peak 9800 and Off Peak 56880 units. Moreover, Peak 8.25 & Off Peak 42.991 reading was recorded against the newly installed meter on February 01, 2026 i.e. date of meter reading for the month of January, 2026 which comes out to the tune of Peak 16500 and Off Peak 85580 units. The cumulative units against both the meters, over distinct period of days within singular billing cycle after rounding off, thus, becomes Peak 26800 & 143120 Off Peak units totaling to tune of 169920 units.

(iii) The billing history of the connection is as under.

Month/Year	2024	2025
	Units	Units
January	221180	267460
February	286640	35000
March	349580	277280
April	40100	66160
May	0	174980
June	0	40260
July	2480	254920
August	2640	276400
September	86820	8300
October	104940	32900
November	255880	46100
December	204500	28520

As above, healthy electricity consumption recorded for the consecutive months reflects that the Complainant's premises was not closed, as claimed by the Complainant. LESCO has charged 169920 units during the impugned month of January, 2026, however, the history divulges that connection has also previously recorded 267460 units in corresponding month of previous year i.e. January, 2025. Moreover, 349580 units were also recorded against the connection during March, 2024. LESCO has submitted that both the existing and newly installed meter were found in the permissible limits of accuracy and no discrepancy was found in metering system.

(iv) According to clause 6.1.1 of Consumer Service Manual (CSM), meter reading of all the consumers of DISCO is carried out on a routine basis each month to record the consumption of energy consumed by each consumer during given period (billing cycle/billing month). As above, the meter reading was carried out

by LESCO against the above connection as per scheduled date and the meter was also replaced mid cycle by LESCO, of which break up was also levied as per recorded readings. Hence, considering accurate readings recorded on both the healthy meters, the charging of bill for the month of January is found justified and does not require any revision.

4. Foregoing in view, the instant prayer is not allowed and the electricity bill for the month of January, 2026 is payable by the Complainant.

5. The instant 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

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

08/04/26

CONSUMER AFFAIRS DEPARTMENT * NEPRA * Islamabad * (CAD)

Islamabad, April 08 , 2026