



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

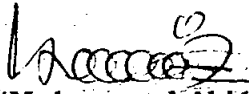
TCD.05/3461-2026
September 14, 2026

Chief Executive Officer,
Lahore Electric Supply Company (LESCO)
22 A, Queens Roads, Lahore.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S. H.Q TEXTILE MILLS
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
& DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO
REGARDING EXCESSIVE BILLING (A/C # 24 11162 9007302).
LESCO-NHQ-75818-07-26**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated September 14, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. C.E/Customer Services Director
LESCO, 22-A, Queens Road, Lahore.
2. Additional Director (CAD)
NEPRA Provincial Office, 1st Floor, Link Arcade,
54-B, GECH Society, Phase-3, Link Road, Model Town, Lahore.
3. Manager/Incharge Central
Complaint Cell LESCO, (Focal Person, NEPRA)
LESCO, 22-A, Queens Road, Lahore.
4. XEN Kot Abdul Malik Division, LESCO,
132 kV Grid Station, Sheikhpura Road,
Near Millat Town Housing Scheme, Lahore.
5. M/s. H.Q Textile Mills
24 kM, Sheikhpura Road,
Allama Iqbal Industrial Area, Lahore.
Cell: 0322-6888889.



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

Complaint No. LESCO-NHQ-75818-07-26

M/s HQ Textile Mills

24-kM Shiekhupura Road, Allama Iqbal Industrial Estate
Lahore.

Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

Respondent

Date of Hearing: August 22, 2026

On behalf of

Complainant: Mr. Noman Khalid

Respondent: Mr. Saadat Siddique XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S HQ TEXTILE MILLS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE BILLING (REF # 24-11162-9007302).**

DECISION

This decision shall dispose of the complaint filed by M/s HQ Textile Mills (hereinafter referred to as "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 disputed charging of arrears amounting to Rs. 17,522,581/- during the month of July, 2026 and enhancement of MF from 2000 to 3000 against the industrial connection without any prior notice. The matter was taken up with LESCO and hearing was held at NEPRA Provincial Office, Lahore which was attend by both the parties wherein the matter was discussed in detail. During the hearing, LESCO official submitted that detection bill of 362843 units was charged against the Complainant's account based on the 33% meter slowness due to wrong wiring/phase sequence, which the Complainant termed as unjustified. After detailed deliberation, LESCO was also directed to correct the wiring, revert the MF to 2000 and monitor the consumption of impugned meter in conjunction with back up and already installed check meter of which report was also submitted by LESCO establishing the meter slowness.

3. The case has been examined in detail in the light of the written/verbal arguments of both parties, hearings conducted and applicable law. The following has been concluded:

- i. The Complainant's industrial connection installed against reference number i.e. 24-11162-9007302 having sanctioned load of 850 kW was charged a detection bill of 362843 units during July, 2026 on the basis of slowness of installed billing meter due to wrong wiring/phase sequence of the metering installation. The dispute raised by the Complainant was that the differential bill has been charged by LESCO for excessive time period.

- ii. Perusal of documentary evidence reveals that the Complainant's premises was checked by LESCO on June 17, 2026 and discrepancy of wrong phase/wiring sequence was found. On account of said discrepancy, a detection bill of 362843 units based on 33% slowness of the metering equipment for the period from November 21, 2025 to May 30, 2026 (for six months) was charged during the month of July, 2026 against the said connection. Moreover, multiplying factor (MF) was enhanced from 2000 to 3000 which was, later, reverted to 2000 on August 17, 2026.
- iii. LESCO failed to perform its chief responsibility regarding periodic checking of the installed metering equipment and expeditious rectification of any discrepancy. According to clause 6.1.4 CSM, meter readers shall also check discrepancies in metering system at time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per the standard practice. The same was also not adhered to by LESCO in the instant matter as the discrepancy of wrong wiring/slowness was not detected timely by LESCO.
- iv. The wiring/connection of the metering equipment were made by LESCO itself. If there was any poor workmanship; the same is not attributable to the Complainant. Moreover, there is no allegation against the Complainant for illegal tampering of connections/wiring.
- v. According to the clause 4.3.3 (c) of Consumer Service Manual (CSM,) in case slowness is established, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by LESCO in instant matter by levying the detection bill for period of approx. six (6) months. As above, LESCO should have charged detection bill on the basis of slowness for period of two months only prior to date of checking i.e. June 17, 2026 and should have enhanced MF thereafter, till rectification of the discrepancy however, in the instant matter, detection bill has been charged for period of approx. six (6) months.
- vi. Based on the above and in accordance with relevant clauses of CSM, penalizing the Complainant for approx. period of 6 months on the part of incompetency of LESCO officials is deemed unjustified and therefore LESCO should revise the detection bill of 362842 units only for period of two (2) months prior to date of checking i.e. June 17, 2026.

4. Foregoing in view, LESCO is directed to revise the aforementioned detection bill of 362842 units, charged during July, 2026 for period of two (02) months based on 33% slowness prior to the date of checking i.e. June 17, 2026 and enhance MF till removal of the discrepancy. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shalvi)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September/4, 2026