



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.05/3307-2026
August 31, 2026

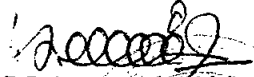
Chief Executive Officer,
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road, Lahore.

SUBJECT: ORDER IN THE MATTER OF COMPLAINT FILED BY M/S. KHYBER STEEL PVT LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING LATE PAYMENT SURCHARGE (REF 24 11738 0024009).

Complaint No. LESCO-LHR-66894-12-25

Please find enclosed herewith the order of the NEPRA Complaints Resolution Committee (CRC), dated August 31, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Deputy Director (CAD)

Copy to:

1. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Additional Director (CAD),
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. S.E Kasur Circle LESCO,
Kaim Karan Road, WAPDA Complex, Kasur.
6. XEN Chunian Division LESCO,
Kaim Karan Road, WAPDA Complex, Kasur.
7. M/s. Khyber Steel & Metal Pvt Ltd
R/o 2 KM, Habibabad, Chunian Road,
New Rajpoot Filling Station, District Kasur.
8. Mr. Tariq Iqbal
R/o 134 Jahanzaib Block, Allama Iqbal Town
Lahore.
Cell: 0300-7532279.



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

Complaint No. LESCO-LHR-66894-12-25

M/s Khyber Steel Pvt. Limited
2-kM, Habibabad-Chunian Road, Kasur.

.....Complainant

Versus

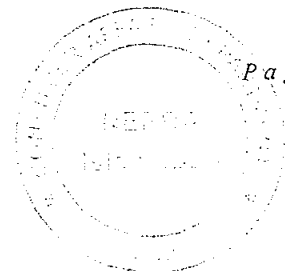
Lahore Electric Supply Company (LESCO)
22-A, Queens Road, Lahore.

.....Respondent

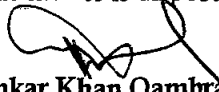
Subject: ORDER IN THE MATTER OF COMPLAINT FILED BY M/S KHYBER STEEL PVT LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING LATE PAYMENT SURCHARGE (REF # 24-11738-0024009)
ORDER

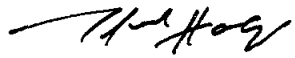
Reference is made to the decision of NEPRA Complaints Resolution Committee (CRC) dated May 20, 2026 (**copy enclosed**) wherein LESCO was directed for the following:

- (i) To withdraw the LPS amounting to Rs. 3,015,626/- charged during July, 2024.
 - (ii) To charge Markup @ 14% (per annum) against 2nd installment only for seven (7) days if not charged already as per provision of CSM.
 - (iii) Security amount adjusted by LESCO, be reverted back to security account of the Complainant.
 - (iv) Connection be restored upon payment of outstanding dues pertaining only to the regular bills.
2. In response, LESCO vide letter June 08, 2026 submitted that electricity connection of the Complainant is currently permanently disconnected (P-Disc) and LPS adjustment in accordance with the decision could not be processed or fed into the system directly due to the P-Disc status of the connection. LESCO further requested to advise the Complainant to clear the remaining arrears and pay the RCO charges so as the decision/implementation can be finalized.
3. Meanwhile, the Complainant has again approached NEPRA and submitted that based on the above pendency of the matter, LESCO has started harassing and disconnecting other domestic/industrial connections of the Complainant which is seriously affecting the business & household and also requested for provision of a commercial connection for lighting load at his industrial premises for the security purposes. The Complainant further submitted that the complete outstanding amount pending against the connection cannot be paid in full at once due to financial constraints and requested to allow eighteen (18) monthly installments of the remaining outstanding amount and the connection be restored after payment of 50% of amount.
4. In order to analyze the matter, a hearing was held on August 22, 2026 at NEPRA provincial Office, Lahore which was attended by both the parties and the matter was discussed in detail. During the hearing, the Complainant reiterated his prayer while LESCO officials did not oppose the same.
5. Foregoing in view, earlier decision of NEPRA dated May 20, 2026 is modified only to the extent of Para-5 (iv) along with the following additional directions whereby LESCO is directed as under:
- (i) Implement Para 5 (i-iii) of the decision dated May 20, 2026 without any further delay.
 - (ii) Allow maximum installments of the remaining outstanding amount after credit adjustment of LPS and the connection be restored through already removed material by LESCO i.e. transformer, cables etc. after payment of 50% of amount through installments.



- (iii) Refrain from disconnecting any other connection(s) in the name of the Complainant due to outstanding amount against the above connection.
- (iv) Provide a single phase commercial connection at the Complainant's premises from transformer of appropriate capacity to be fed by the dedicated feeder of the Complainant's connection.
- (v) The matter is disposed of in the 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)

Islamabad, August 31, 2026

