National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.05/3988-2026
October 12, 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. MAYFAIR SPINNING MILL C/O COL (R) RANA MASOOD AHMED KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CHANGE OF TARIFF (REF 24 11919 9004000 U).
Complaint No. **LESCO-LHR-70445-03-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 12, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
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. XEN Industrial Division LESCO,
   Manga Mandi Road, Lahore.
6. M/s. Mayfair Spinning Mills
   C/o Col. (R) Rana Masood Ahmed Khan
   R/o 46-49, Industrial Zone, Gulberg 3, Lahore.
   Cell: 0331-3735137.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-LHR-70445-03-26

M/s Mayfair Spinning Mill .....**Complainant**
46-49, Industrial Zone, Gulberg-III, Lahore.

VERSUS

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

Date of Hearing: April 08, 2026
May 09, 2026
August 27, 2026
September 10, 2026

On behalf of the Complainant: Col. (R) Rana Masood Ahmed Khan
Mr. Shabbir Hussain

Respondent: Mr. Waseem Director Commercial, LESCO
Mr. Asif Mehmood, SDO (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S MAYFAIR SPINNING MILL C/O COL RANA MASOOD AHMAD KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CHANGE OF TARIFF (REF#24 11919 9004000 U)**

DECISION

This decision shall dispose of the complaint filed by M/S Mayfair Spinning Mill through Col Rana Masood Ahmad Khan (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "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 case are that NEPRA received a complaint wherein the Complainant disputed the charging of electricity bills by LESCO under captive power classification and prayed for the reversion to non-captive power status of its industrial connection. The matter was taken up with LESCO and hearings were held at the NEPRA Provincial Office, Lahore and NEPRA Head Office, Islamabad wherein both the parties participated and matter was discussed in detail. During the hearing, LESCO officials submitted that the Complainant having captive power/dual source of power supply at its premises, is being charged as per applicable policy/notified tariff. The Complainant disputed the same and argued the non-existence of any captive power set up at his premises. LESCO was also directed to submit fresh site inspection report of the premises to ascertain the facts about any captive power plant which was, later, submitted by LESCO.

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

(i) According to tariff terms and conditions approved by the Authority and notified in the official gazette; the fixed charges shall be billed on the basis of 25% of sanctioned load or actual MDI for month whichever is higher. Provided that for purpose of fixed charges sanctioned load means maximum demand recorded during preceding (60) months. Provided also that consumers having alternate metering dual source i.e. captive power, metering etc. the existing mechanism of fixed charges shall remain the same i.e. the 25% of the sanctioned load or actual maximum demand recorded in a month, whichever is higher.

(ii) Since December, 2025, the Complainant's industrial connection, installed against reference number i.e. 24-11919-9004000 having sanctioned load of 4900 kW, was charged bills including fixed charges based on 25% of sanctioned load i.e. 1225 kW. Such fixed charges were levied on pretext of presence of captive power/dual source of supply at the premises, according to LESCO. The Complainant was of the view that the said fixed charges were imposed by LESCO illegally despite having no alleged captive power set up at its premises.

(iii) According to the Complainant, the gas connection provided by SNGPL is dormant for approx. several years having zero billing history along with no machinery/equipment of captive power generation at its premises. Upon taking up the matter with SNGPL by LESCO, it was inter alia apprised by SNGPL vide letter dated June 22, 2026 that all the previously installed approved equipment and appliances had been completely removed from the premises while the area previously designated as the power house has been converted into a warehouse. Furthermore, examination of billing history of the SNGPL gas connection installed at the premises reveals that the same connection had remained dormant for several years.

(iv) Further, the site inspection conducted by LESCO to conduct site visit in presence of the Complainant found that gas pipeline infrastructure was found installed at the premises, however, no power generation setup is present or operational at the site. Hence, prolonged dormant status of the gas connection, absence of gas consumption for any captive generation and physical verification by the concerned agencies i.e., LESCO & SNGPL collectively substantiate the Complainant's position. In view of the said, it is concluded that that no such captive power-generation facility is installed/ operational at the Complainant's premises.

4. Foregoing in view, the Complainant's prayer is conditionally allowed subject to the removal and dismantling of all the remaining captive power infrastructure including the gas pipelines etc. The Complainant is also advised to get the dormant gas connection provided by SNGPL, disconnected forthwith. LESCO is directed to change the classification/category of the Complainant's connection from captive to non-captive after verification of documents duly issued by SNGPL, disconnection/removal of gas connection & dismantling of pipelines and completion of the remaining codal formalities. Accordingly, the method of levying of the fixed charges be revised as per notified tariff terms and conditions w.e.f December, 2025. The revised bill be issued to the Complainant within due course of time. 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 (CAD)

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

Islamabad, October 12 , 2026