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/ 4169 -2026
October 27, 2026

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

Subject: **W.P. NO. 25328/2026: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QAISER MEHMOOD (M/S BRAIN TELECOM LTD) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING NET METERING (A/C# 24 11233 0441600 U).**
LESCO-NHQ-67548-01-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 27, 2026, regarding the subject matter for necessary action.

Encl: As above

(Muhammad Abid)
Dy. Director (CAD)

CONSUMER AFFAIRS DEPARTMENT * NEPRA Islamabad * (CAD)

Copy to:

1. Chief Engineer/Customer Services Director, LESCO, 22-A, Queen's Road, Lahore.
2. Director (Commercial), LESCO, 22-A, Queen's Road, Lahore.
3. Incharge Central Complaint Cell, LESCO & - Focal Person to NEPRA, LESCO, 22-A, Queens Road, Lahore.
4. Mr. Qaiser Mehmood, M/s Brain Telecom Ltd, 729, Nizam Block, Allama Iqbal Town, Lahore Cell: 0300-9499352

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-NHQ-67548-01-26

Mr. Qaiser Mehmood ..... **Complainant**
M/s Brain Telecom Ltd, 729, Nizam Block,
Allama Iqbal Town, Lahore.

VERSUS

Lahore Electric Supply Company (LESCO) ..... **Respondent**
22-A, Queen's Road Lahore.

Date of Hearing:	June 09, 2026 September 09, 2026 September 17, 2026
Complainant:	Mr. Hamid Shabbir Azar, Advocate Mr. Qaisar Mehmood, Manager
Respondent:	Mr. Basharat, Manager MIRAD, LESCO Mr. Tahir Gondal, LESCO Hafiz Ahmed Bilal, XEN (Ops), LESCO

Subject: **W.P. NO. 25328/2026: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QAISER MEHMOOD (M/S BRAIN TELECOM LTD) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING NET METERING (A/C# 24-11233-0441600)**

DECISION

In pursuance of the directions of the Honorable Lahore High Court, Lahore in Writ Petition No. 25328/2026, this decision shall dispose of the complaint filed by Mr. Qaiser Mehmood on behalf of M/s Brain Telecommunication Ltd (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (hereinafter referred to as "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 NEPRA received a complaint wherein the Complainant submitted that LESCO had refused to entertain/accept the case regarding processing of the net-metering application of M/s Brain Telecommunication Ltd against reference No. 24-11233 -0441600 for a sanctioned load of 151 kW and applied Distributed Generation (DG) capacity of 150.930 kW. The Complainant stated that an application dated November 25, 2025 was prepared by M/s Arete Energy Pvt Ltd, however, LESCO refused to receive the application. Therefore, the Complainant filed a complaint before NEPRA with request to direct LESCO for acceptance/processing of the application. The Complainant also approached the Honorable Lahore High Court vide Writ Petition No. 25328/2026 wherein the court vide order dated April 29, 2026 issued directions to NEPRA to decide the matter.

3. The matter was taken up with LESCO and hearings were held at NEPRA Head Office, Islamabad, which were attended by both he parties and the matter was discussed in detail. The case has been examined in light of the record made available by the parties, arguments advanced during the hearings, and the applicable law. The following has been observed:

(i) The Complainant has an electricity connection from LESCO under Reference No. 24-11233-0441600 with sanctioned load of 151 kW. The Complainant prepared documents for net-metering connection under NEPRA (Alternative & Renewable Energy) Distributed Generation & Net Metering Regulations, 2015 on November

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad

18, 2025 & bank draft dated November 25, 2025 in favor of NEPRA as the license fee and approached LESCO to process application as per the above regulations. The Complainant alleged that concerned LESCO officials refused to receive net-metering application, therefore, he filed complaint against LESCO before NEPRA in January, 2026, i.e. before the promulgation of NEPRA Prosumer Regulations, 2026 on February 09, 2026 and requested NEPRA to direct LESCO to accept his application as per the NEPRA (Alternative & Renewable Energy) Distributed Generation & Net Metering Regulations, 2015.

(ii) According to LESCO, all the applications received prior to the promulgation of NEPRA Prosumer Regulations, 2026 were processed in accordance with NEPRA Net-Metering Regulations, 2015 and data of pending net-metering applications was also shared with Ministry of Energy (Power Division); however, scrutiny of its record reveals that the application of the Complainant was not found in the pending or received applications. The fact that his application is absent from LESCO's pending/received lists is consistent with allegation of the Complainant as an application refused at the counter would never have been entered in the LESCO's record.

(iii) LESCO submitted that w.e.f. December 15, 2025, all net-metering applications were processed through the dedicated online portal (PITC Web Portal) and that the Complainant was advised to apply on said portal, however, the Complainant did not submit any application on the portal and kept insisting for processing the case manually. In response to the query, the Complainant submitted that upon approaching LESCO, LESCO misguided him that his application shall be processed as per the net-billing mechanism in case of filing of application by the Complainant on the said portal. Therefore, the case was not submitted on the said portal by the Complainant.

(iv) The Complainant filed his complaint before NEPRA in January, 2026, alleging that LESCO had refused to entertain his application. A consumer would have no occasion to complain of a licensee's refusal to receive an application unless he had first approached the licensee. The filing of the complaint before NEPRA, ahead of the promulgation of the Prosumer Regulations, 2026, is therefore credible evidence that the Complainant approached LESCO earlier and was not entertained. The licensee's failure to entertain an application cannot be allowed to deprive the consumer of the regulatory regime that applied on the date he approached it.

4. Foregoing in view, it is evident that the Complainant approached LESCO prior to promulgation of NEPRA Prosumer Regulations, 2026 and also prepared pay order dated November 25, 2025 in lieu of license fee, however, his case was not processed/received by LESCO, therefore, the Complainant approached NEPRA and filed a complaint in this regard before the change in the net metering policy. As such the lapse is at the end of LESCO and the Complainant deserves for processing of his case under net-metering policy. Therefore, LESCO is directed to accept the net-metering application of the Complainant against reference No. 24-11233-0441600 and to process the same in accordance with the NEPRA (Alternative & Renewable Energy) Distributed Generation & Net Metering Regulations, 2015. 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

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

Islamabad, October 27, 2026