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.05/4256 -2026
October 28, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/s ARSHAD USMAN TEXTILE MILLS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 36 11633 1390940 & 36 11633 1390952)**
LESCO-NHQ-59842-08-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 28, 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. Incharge Central Complaint Cell, LESCO & - Focal Person to NEPRA, LESCO, 22-A, Queens Road, Lahore. 042-99204859
3. Additional Director (CAD), 54-B, Link Arcade, GECH Society, Phase 3, Link Road, Model Town, Lahore.
4. XEN (Operation) Farooq Abad Division 132 kV Grid Station, Farooq Abad, District Sheikhupura.
5. Mr. Imtiaz Ahmed Malik M/s Arshad Usman Textile Mills Ltd, 10-KM, Sargodha Road, Sheikhupura Cell: 0321-2006969

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-NHQ-59842-08-25

M/s Arshad Usman Textile Mills, ... **Complainant**
10-KM, Sargodha Road, Sheikhupura

VS.

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

Date of Hearing: September 17, 2025
January 26, 2026

Complainant: Mr. Imtiaz Ahmed Malik

Respondent: Mr. Muhammad Asif Khan, XEN (Ops), LESCO
Mr. Waqar Ashraf, SDO (Ops), LESCO
Mr. Athar Ahsan, R.O LESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY M/s ARSHAD USMAN TEXTILE MILLS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING EXCESSIVE BILLING (A/C# 36 11633 1390940 & 36 11633 1390952)

Decision

This decision shall dispose of the complaint filed by M/s Arshad Usman Textile Mills through Mr. Imtiaz Ahmed Malik (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company (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 filed a complaint at NEPRA against LESCO regarding excessive billing and non-provision of Zero-Rated Industry (ZRI) relief by LESCO. Meanwhile, the Complainant also approached the Honorable Lahore High Court, Lahore through Writ Petition No. 2871/2026 whereby the Honorable Court vide order dated June 19, 2026, directed NEPRA to decide the matter within thirty (30) days.

3. The matter was taken up with LESCO and hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the matter was discussed in detail. During the hearing, LESCO officials apprised that the bills were issued as per SOP vis-à-vis ZRI policy, therefore, the same are payable by the Complainant. The Complainant submitted that he requested LESCO for payment of bill in installment with two installments @ Rs. 05 million per month and remaining @ 02 million per month. Subsequently, LESCO considered the request and allowed payment of installment as above. However, in the meanwhile LESCO recovered two installments @ Rs. 3 million, as such LESCO recovered 02 million in excess, therefore, the same may be adjusted while issuing bills in the upcoming months. Foregoing in view, LESCO is directed to consider the request of the Complainant and provide due relief to the Complainant while issuance of installment bills. 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 (Consumer Affairs)

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

Islamabad, October 28 , 2026