



**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/ **890** -2025  
February 27, 2025

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

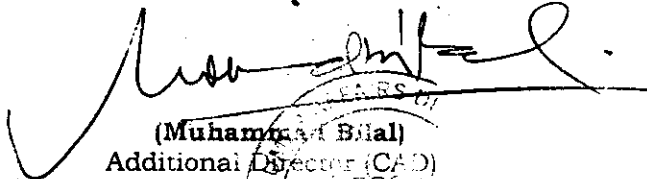
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY  
MS. SANA-E-MUHAMMAD ADVOCATE, M/S COLONY TEXTILE MILLS  
LIMITED, UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST LESCO REGARDING LATE PAYMENT SURCHARGE (LPS)  
(A/C# 24 11919 008000).**  
**LESCO-IHR-31270-11-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated February 27, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director,  
LESCO, 22-A, Queen's Road, Lahore.
2. Assistant Director, NEPRA Regional Office,  
54-B, Link Arcade, GECH Society, Phase-3,  
Link Road, Model Town, Lahore.
3. Rana Rizwan Sibghatullah,  
Incharge Complaint Cell, (Focal Person to NEPRA)  
LESCO, 22-A, Queens Road, Lahore.
4. Manager (Commercial),  
LESCO, 22-A, Queen's Road, Lahore.
5. M/s Colony Textile Mills Limited,  
4 KM Raiwind, Manga Road, Lahore.
6. Ms. Sana-e-Muhammad Advocate High Court,  
15-Zafar Ali Road, Gulberg V, Lahore.  
Email: [sanae.muhammad@bnrlaw.net](mailto:sanae.muhammad@bnrlaw.net)  
Mob: [03317331129](tel:03317331129) Ph: [04235791391](tel:04235791391)

  
(Muhammad Bilal)  
Additional Director (CAD)  
NEPRA  
Islamabad

**For follow-up, please**



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

**Complaint No. LESCO-LHR-31270-11-23**

**Ms. Sana-e-Muhammad Advocate High Court,**  
15-Zafar Ali Road, Gulberg V, Lahore.  
Email: [sanae.muhammad@bnrlaw.net](mailto:sanae.muhammad@bnrlaw.net)  
Mob: [03317331129](tel:03317331129) Ph: [04235791391](tel:04235791391)

**..... Complainant**

**VS.**

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

**..... Respondent**

**Hearing(s):**

February 29, 2024  
April 29, 2024  
November 13, 2024  
December 16, 2024

**On Behalf of the Complainant:**

- i) Mrs. Sana-e-Muhammad
- ii) Ms. Minahil, Advocate, Colony Textile Mills Ltd.

**On Behalf of Respondent:**

- i) Mr. Tarif Hameed, Dy. Manager
- ii) Executive Engineer/XEN (Operation),
- iii) Mr. Fayyaz Hussain, XEN

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SANA-E-MUHAMMAD ADVOCATE, M/S COLONY TEXTILE MILLS LIMITED, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING LATE PAYMENT SURCHARGE (LPS) (A/C# 24 11919 008000).**

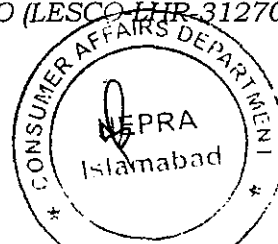
**DECISION**

This decision shall dispose of the complaint filed by M/s Colony Textile Mills Limited through Ms. Sana-e-Muhammad Advocate High Court, 15-Zafar Ali Road, Gulberg V, Lahore (hereinafter referred to as "the Complainant") against Lahore Electric Supply Company (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. The Complainant in the Complaint submitted that LESCO levied Late Payment Surcharge (the "LPS") amounting to Rs. 6,053,023/- in the electricity bill for the month of June, 2023 of Colony Textile Mills Limited (CTML) against the total bill of Rs. 71,276,824/- with due date July 31, 2023. The Complainant attempted to pay the Bill through Summit Bank Limited at 5:40 pm on the Due Date, however, payment was blocked by LESCO and the bill could not be paid. The Complainant paid the bill alongwith LPS amounting to Rs. 6,053,023/- after the Due Date. The Complainant further submitted that the bills can be paid until 11:59 pm on the Due Date. The blocking of payment prior to the end of the relevant day was unlawful. Consequently, the imposition of the LPS on the Bill Amount when the payment for the Bill was tendered within the Due Date is mala fide and illegal. The Complainant has requested that LESCO may be directed for adjust of LPS amount i.e. Rs. 6,053,023 in the next monthly bill of the Complainant.

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3. The matter was taken up with LESCO and hearings were conducted at NEPRA Head Office, Islamabad which were attended by both the parties. During the hearings both the parties advanced their arguments and case was discussed in detail and it was observed that on request of the Complainant due date of bills was extended upto 31<sup>st</sup> July, 2023. The Complainant informed that an attempt was made on July 31, 2023 at 5:40 p.m. for payment of the impugned bill but remained unsuccessful due to the error (linked-down) of LESCO's system, however, this allegation was denied by LESCO and it was apprised by LESCO that payments through online channels were received even after 06:00 p.m. on July 31, 2023.

4. During the hearing held on April 29, 2024 LESCO official(s) i.e. XEN Industrial Division, LESCO was directed to provide detail of such reference Nos. (account Nos.) against which bills were paid on the disputed date (31<sup>st</sup> July, 2023) online even after banking closing hours to justify the argument that no link was down on date mentioned above. LESCO submitted that the Complainant has two connections against reference No. 24-11919-9007900 (M/s Sheikh Spinning Mills Raiwind Managa Rd.) and 24-11919-9008000 (M/s Colony Industries Pvt Ltd Raiwind Road). The due date of the electricity bills for the month of June, 2023 of both the bills was July 21, 2023, however, on request of the Complainant due date of both the bills was extended upto 31<sup>st</sup> July, 2023.

5. The record obtained by LESCO from the concerned bank shows that the consumer paid one bill amounting to Rs. 10,72,002 against reference No. 01- 24-11919-9007900 (M/s Sheikh Spinning Mills) on 31<sup>st</sup> July, 2023 without LPS at Summit Bank Y-Block DHA Branch, Lahore, whereas, the bill against Ref. No. 24-11919-9008000 (M/s Colony Industries Pvt. Ltd) amounting to Rs. Rs. 71,276,824/- was not paid on the extended due date i.e. 31<sup>st</sup> July, 2023. Due to which late payment surcharge (LPS) was levied as per LESCO Policy in vogue. Later on the same bill was paid by the Complainant alongwith LPS on August 04, 2023 at Summit Bank Y-Block, DHA Branch Lahore. The Complainant was also provided an ample opportunity vide hearing notice dated December 05, 2024 regarding provision of record that link of LESCO's online billing system was down on the disputed date i.e. 31<sup>st</sup> July, 2023, however, no documentary evidence was produced by the Complainant. Clause-6.7.2 of Consumer Service Manual (CSM) provides that "in order to avoid Late Payment Surcharge (LPS), consumers shall pay their bills within due date". In the instant case, the due date was got extended and even the Complainant did not pay bill timely and waited for payment of bill for last date of the extended time period and even after closing of banking hours.

6. In view of the said it is concluded that the Complainant failed to make payment of bill amounting to Rs. 71,276,824/- for the month of June, 2023 against reference No. 24-11919-008000 within the extended due date, therefore, Late Payment Surcharged (LPS) amounting to Rs. 6,053,023/- imposed by LESCO on the delayed payment is justified.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor

(Naweed Illahi Shah)

Convener, Complaints Resolution Committee/  
Director General (CAD) NEPRA

Islamabad

Islamabad, February 27, 2025