



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.05/11296-2025
October 08, 2025

1. Chief Executive Officer (CEO),
Lahore Electric Supply Company (LESCO),
22-A, Queen's Road Lahore.
2. Chief Executive Officer (CEO),
Peshawar Electric Supply Company (PESCO),
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
3. Chief Executive Officer (CEO),
Sukkur Electric Power Company (SEPCO),
SEPCO Headquarter, Old Thermal Power Station,
Sukkur.
4. Chief Executive Officer (CEO),
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad.

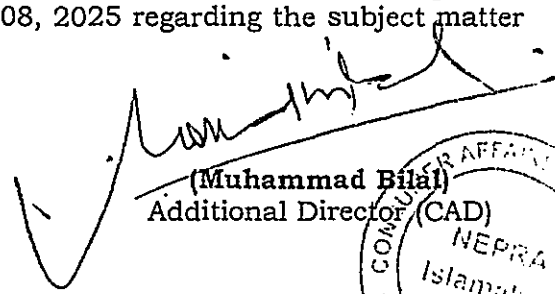
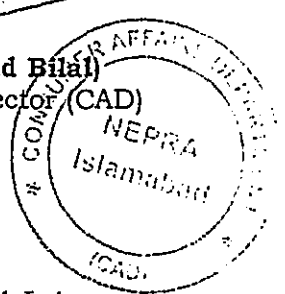
Subject: **DECISION IN THE MATTER REFERRED BY THE HONORABLE LAHORE
HIGH COURT, LAHORE IN WRIT PETITION NO. 40412/2025: MR. FAKHAR
IQBAL VS LESCO, FOP & OTHERS**
LESCO-NHQ-57575-07-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 08, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. The Assistant Registrar, Lahore High Court, Lahore.
2. Chief Engineer/Customer Services Director, LESCO, 22-A, Queen's Road, Lahore.
3. Chief Commercial Officer, PESCO, WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
4. C.E/Customer Services Director, SEPCO Headquarter, Old Thermal Power Station,
Sukkur.
5. C.E/Customer Services Director, IESCO, Street No 40, G-7/4, Islamabad.
6. Incharge Central Complaint Cell, LESCO & - Focal Person to NEPRA, LESCO, 22-A,
Queens Road, Lahore. 042-99204859
7. Mr. Fakhar Iqbal S/o Haji Ahmad, R/o Gohawa Road, Badian Road, Lahore Cantt,
Lahore.


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. LESCO-NHQ-57575-07-25

Mr. Fakhar Iqbal

Gohawa Road, Badian Road, Lahore Cantt, Lahore.

..... Complainant

Versus

Lahore Electric Supply Company (LESCO)

22-A Queens Road, Lahore.

..... Respondents

Peshawar Electric Supply Company (PESCO)

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

Sukkur Electric Supply Company (SEPCO)

SEPCO Headquarter, Old Thermal Power Station, Sukkur.

Islamabad Electric Supply Company (IESCO)

Street No. 40, G-7/4, Islamabad.

Date of Hearing:

July 21, 2025

On behalf of:

Complainant:

Mr. Muhammad Atif Advocate

Respondent:

- 1) Customer Service Director, LESCO
- 2) Customer Service Director, PESCO
- 3) Customer Service Director, SEPCO
- 4) Customer Service Director, IESCO

Subject: DECISION IN THE MATTER REFERRED BY THE HONORABLE LAHORE HIGH COURT, LAHORE IN WRIT PETITION NO. 40412/2025: MR. FAKHAR IQBAL VS LESCO, FOP & OTHERS

DECISION

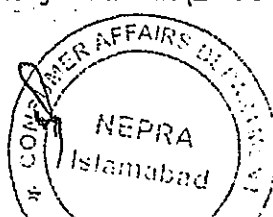
This decision shall dispose of the complaint/matter referred by the Honorable Lahore High Court, Lahore in Writ Petition No. 40412/2025: Mr. Fakhar Iqbal vs LESCO, FOP & Others, wherein the complainant/petitioner sought Court's intervention to direct NEPRA to decide his complaint. The honourable Court vide its Order dated 02-07-2025 directed NEPRA for a decision in accordance with law. Mr. Fakhar Iqbal shall be referred to as the 'Complainant' or 'Petitioner' & Distribution Companies i.e. Lahore Electric Supply Company, Peshawar Electric Supply Company, Sukkur Electric Power Company and Islamabad Electric Supply Company shall be referred to as the 'Respondents' or 'LESCO', 'PESCO', 'SEPCO' & 'IESCO' respectively.

2. In the complaint, the complainant assailed the slab wise-tariff structure currently implemented by LESCO in the electricity bills.

3. In this regard, a hearing was conducted at NEPRA Head Office, Islamabad which was attended by the representative of the Complainant (in person) and the respondents (online). During the hearing, the issue was discussed in detail wherein all the parties advanced their arguments.

Page 1 of 3

CRC Decision: Mr. Fakhar Iqbal vs Federation of Pakistan (LESCO-NHQ-57575-07-25)



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

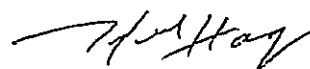
- (i) National Electricity Policy, 2021 approved by Council of Common Interests provides under Clause-5.6.1 that financial stability of the sector is premised on the recovery of full cost of service to the extent feasible, through an efficient structure of tariff, which ensures sufficient liquidity in sector. It further states that in view of various parameters including a) socio-economic objectives; b) budgetary targets in field; and c) recommendations of regulator with respect to consumer end tariff for each state-owned distribution company, the Government may continue to propose uniform tariff across the consumers and regions.
- (ii) Section 31(4) of Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (XL of 1997) (the "NEPRA Act") provides that the Authority shall, on the basis of uniform tariff application, determines a uniform tariff for public sector licensees engaged in supply of electric power to consumers, in the consumers' interest, on the basis of their consolidated accounts. Accordingly, the Authority has been determining uniform tariff to be charged from the consumers.
- (iii) As above, latest unit cost is being levied as per tariff determined by NEPRA & notified by the Federal Government vide SRO dated July 01, 2025 wherein Schedule of Tariff is designed to reflect comprehensive and holistically sustainable methodology under the guidance of National Electricity Policy having multiple slabs consisting of various levels of monthly consumed units.
- (iv) The Complainant has raised observation that NEPRA has violated Rule-3 to 6 of National Electric Power Regulatory Authority (Tariff Standards and Procedure) Rules, 1998, however, in performing its functions, all decisions/determinations are made by NEPRA in accordance with the relevant law in a transparent manner by providing equal opportunities of hearing to all stakeholders. In this regard, every distribution licensee of NEPRA files a petition before NEPRA seeking determination of consumer-end tariff in accordance with the provisions of NEPRA Tariff (Standards and Procedure) Rules, 1998 (hereinafter referred to as the "Tariff Rules"). Upon admission of such petitions, the salient features of the petitions are published in the national newspapers inviting comments, reply, intervention requests from any interested persons and public hearing is conducted accordingly. After considering the submissions of the petitioners, commentators if any, interveners, evidence produced, arguments raised by respective parties, the tariff determinations are issued by NEPRA which are then intimated to the Federal Government for notification in the official Gazette. During the proceedings of tariff determination, any interested party has an opportunity to raise the objections consequent to the notice of admission as well as to participate in the hearing.
- (v) Furthermore, the complaint/petitioner is estopped from impugning the relevant tariff at this stage. At the time of tariff determination, NEPRA undertakes extensive public consultation and hearings, which govern NEPRA's tariff decisions. However, the complainant/petitioner ignored to participate or provide its objections or concerns (as an intervener or otherwise) at the time when NEPRA was determining the consumer end tariff. Similarly, the complainant/petitioner ignored to participate in the public hearings and to raise its objections or concerns. Therefore, the complainant/petitioner has no *locus standi* to challenge the slab-wise tariff determined by NEPRA and notified by the Federal Government in the official Gazette which attained finality in the eyes of law. Hence, the complainant/petitioner cannot impugn the slab-wise tariff at belated stage.



5. In view of above, the instant complaint is being disposed of in above terms.



(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 08, 2025

