



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.05/4938-2025
November 10, 2025

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

**SUBJECT: DECISION IN THE MATTER REFERRED BY THE HONORABLE LAHORE
HIGH COURT, LAHORE IN WRIT PETITION NO. 35572/2025: MR.
MUZAMMAL RAFIQ VS LESCO, FOP & OTHERS.**
Complaint No. LESCO-NHQ-55800-06-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 10, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy to:

1. Additional/Assistant Registrar (Judicial),
Lahore High Court, Lahore
2. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
3. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
4. Incharge NEPRA Regional office,
54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
5. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
Cell # 0370-4990220.
6. Mr. Atif Ahsan, Advocate High Court,
45-A, Mozang Road, Lahore.
Cell: 0302-7079420.
7. Mr. Muzammal Rafiq S/o Muhammad Rafiq Javeed
Mandi Kanganpur, Tehsil Chunian, District Kasur.
Cell: 0302-7079420.

With reference to Writ petition No.
35572-25 dated June 12, 2025

[For follow-up please.]



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

Complaint No. LESCO-NHQ-55800-06-25

Mr. Muzammal Rafiq
Mandi Kanganpur, Tehsil Chunian, Kasur.

..... Complainant

Versus

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

..... Respondent

Date of Hearing: July 21, 2025

On behalf of:
Complainant: Mr. Muzammal Rafiq

Respondent: Customer Service Director, LESCO

Subject: DECISION IN THE MATTER REFERRED BY THE HONORABLE LAHORE HIGH COURT, LAHORE IN WRIT PETITION NO. 35572/2025: MR. MUZAMMAL RAFIQ 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. 35572/2025: Mr. Muzammal Rafiq vs LESCO, FOP & Others, wherein the complainant/petitioner sought Court's intervention to direct NEPRA to decide his complaint. Mr. Muzammal Rafiq shall be referred to as the 'Complainant' or 'Petitioner' & Lahore Electric Supply Company shall be referred as the 'Respondent' or 'LESCO'.

2. Brief facts of the case are that Mr. Muhammad Rafiq filed a complaint before NEPRA being aggrieved of the slab wise-tariff structure currently implemented by LESCO in the electricity bills. Subsequently, the Complainant vide Writ Petition No. 35572/2025 approached Lahore High Court Lahore for issuance of directions to NEPRA for early disposal of the complaint. The Honorable Lahore High Court, Lahore vide order dated June 12, 2025 directed NEPRA for a decision in accordance with law.

3. In order to proceed further, a hearing was held at NEPRA Head Office, Islamabad which was attended by the representative of the Complainant (in person) and the respondent online. During the hearing, the issue was discussed in detail wherein the parties advanced their arguments. The Complainant through verbal and written arguments further emphasized over inclusion of all the XWDISCOs, PEPCO and WAPDA etc. in the instant matter on the pretext of being assumed as necessary parties by the Complainant.

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) The Complainant through W.P No. 35572 of 2025 raised observations over the slab based electricity tariff approved by NEPRA and subsequently implemented by LESCO. The Complainant emphasized over inclusion of all the XWDISCOs, PEPCO and WAPDA etc. in the instant matter. It is clarified that the consumer area falls under the jurisdiction of LESCO and there is no involvement of PEPCO and WAPDA regarding consumer end tariff determination or implementation, therefore, only LESCO officials participated in the hearing held in the instant case.
- (ii) 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.

- (iii) 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 consolidate accounts. Accordingly, the Authority has been determining uniform tariff to be charged from the consumers.
- (iv) 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.
- (v) 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. The point of view of the Complainant is invalid as 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, notices 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 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. The petitioner did not participate in the proceedings.
- (vi) Moreover, any party aggrieved with the decision or order of NEPRA may file an appeal before the Appellate Tribunal, NEPRA within thirty days of the decision or order; under Section-12(G) of the NEPRA Act being the relevant forum.
- (vii) Furthermore, impugning the relevant tariff at this stage by the Complainant is not valid as the Complainant 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. Therefore, the Complainant cannot impugn the slab-wise tariff at this belated stage. The Complainant may participate in the public hearings as an intervener or otherwise to raise his concerns (if any) as and when public hearing(s) are announced by NEPRA.

5. Foregoing in-view, the instant Complaint is 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, November 10, 2025

