



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**

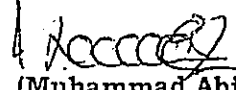
TCD.05/ 57-02- -2025
November 26, 2025

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

Subject: DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE DATED MARCH 11, 2025 IN WRIT PETITION NO. 14710/2025: MR. NAUMAN ALMAS, M/S SALMAN NOMAN ENTERPRISES LIMITED VS. LESCO, NEPRA & OTHERS (A/C # 36 11919 9059002) LESCO-NHQ-51728-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated November 26, 2025, regarding the subject matter for necessary action.

Encl: As above


(Muhammad Abid)
Assistant Director (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. Assistant Director, NEPRA Regional Office,
54-B, Link Arcade, GECH Society, Phase-3,
Link Road, Model Town, Lahore.
4. Incharge Complaint Cell, (Focal Person to NEPRA),
LESCO, 22-A, Queens Road, Lahore.
5. Mr. Nauman Almas,
M/s Salman Noman Enterprises Limited,
41-L, Gulberg-III, Lahore.
snel36@hotmail.com
042-35969486



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

Complaint No. LESCO-NHQ-51728-03-25

**M/s Salman Noman Enterprises Limited
Through Mr. Nauman Almas,
41-L, Gulberg-III, Lahore. 042-35969486**

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: April 8, 2025
April 24, 2025
May 22, 2025
July 08, 2025
July 21, 2025
July 30, 2025
August 20, 2025
August 28, 2025
October 31, 2025

**On Behalf of
Complainant:**

Mr. Muhammad Munir (Advocate)
Mr. Nuqash Haider (Legal Counsel)
Mr. Raheel Aslam (Legal Counsel)
Mr. Aziz-ur-Rehman, Advocate

Respondent:

Mr. Asif Mehmood/AMO, LESCO
Mr. Fayyaz Hussain, DMO, LESCO
Mr. Faiaz Hussain, XEN (Operation), LESCO

**Subject: DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT,
LAHORE DATED MARCH 11, 2025 IN WRIT PETITION NO. 14710/2025: MR.
NAUMAN ALMAS, M/S SALMAN NOMAN ENTERPRISES LIMITED VS. LESCO,
NEPRA & OTHERS (A/C # 36 11919 9059002)**

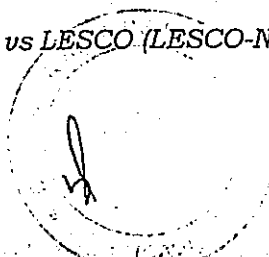
DECISION

This decision shall dispose of the complaint filed by M/s Salman Noman Enterprises Limited through Mr. Nauman Almas, 41-L, Gulberg-III, Lahore, hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (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 in his complaint submitted that the Complainant is an industrial (B3) consumer of LESCO against reference No. 3611919 9059002 and is entitled to special concessionary tariff (all inclusive tariff of 9 cents/kwh) applicable to the exported oriented industrial consumers pursuant to SRO 12(1)/2019 dated January 01, 2019. The Complainant also challenged the legality and validity of Fuel Price Adjustment (FPA & QTA) charged by LESCO in electricity bills. The Complainant further apprised that LESCO had disconnected the electricity supply upon non-payment of dues for the month of January, 2017 and during the month of January, 2025; LESCO has issued another bill amounting to

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CRC Decision: M/s Salaman Noman Enterprises vs LESCO (LESCO-NHQ-51728-03-25)



Rs. 23,046,201/- which includes the recovery of FPA and QTA. Subsequently, the Complainant vide WP No. 14710/2025 approached the Honorable Lahore High Court, Lahore for issuance of necessary directions to LESCO and NEPRA regarding the case. The court vide ordered dated March 11, 2025 directed NEPRA to decide the matter expeditiously and till decision of the case, no coercive measures for recovery of the disputed amount are to be taken against the Complainant.

3. The matter was taken up with LESCO whereby LESCO submitted that connection of the Complainant was disconnected during the month of November, 2016 due to non-payment of bill amounting to Rs. 32,323,256/- Later on the FPA relief was credited in the consumer account and security has been adjusted due to which the bill was reduced for which detail is as under:

(i)	Arrears at the time of disconnection in November, 2016	-Rs. 32,323,256/-
(ii)	FPA Credited in December, 2016	- (Rs. 36,35,995/-)
(iii)	FPA Credited in January, 2017	- (Rs. 42,57,924/-)
(iv)	Security amount adjusted in bill	- (Rs. 13,83,136/-)
(v)	Net Arrears/Payable	- Rs. 2,30,46,201/-

3 In order to finalize the matter, hearings were held at NEPRA Head Office, Islamabad wherein the matter was discussed in detail. The hearing on August 28, 2025 attended by both the parties, however, the case was not finalized as the counsel of the Complainant left the NEPRA office without contesting the case before Complaints Resolution Committee (CRC). Multiple hearings have been scheduled in the case wherein the Complainant never showed positive attitude regarding disposal of the case by submitting requests for adjournment due to one reason or others. A final hearing in the matter was conducted on October 31, 2025. The Complainant changed his legal counsel and provided power attorney to a new counsel whereas LESCO officials always appeared in the hearings. New counsel appeared in the final hearing held on October 31, 2025 (Friday) and requested for submission of comments/report by November 03, 2025 (Monday) after due consultation with the Complainant, however, the said comments/report have not been received as yet. This shows that the Complainant was using delaying tactics for disposal of the complaint. LESCO officials submitted that the disputed amount pertain to the unpaid (outstanding) bill of the year 2016 whereas ZRI relief was introduced during the year 2019, therefore, the Complainant is not entitled to special concessionary tariff applicable to the export oriented industrial consumers pursuant to ECC decision.

4. The case has been pursued in detail. The bill issued by LESCO pertains to the period for the year 2016 and the concessionary tariff of export oriented industries was introduced in the year 2019, therefore, the Complainant is not eligible for Zero Rated Industry (ZRI) relief against the bills/consumption prior to the issuance of notification regarding ZRI relief. In view of the foregoing, the bill issued by LESCO is justified and payable by the Complainant. The Complaint is disposed of in above terms and LESCO is directed to take necessary measures for recovery of the outstanding dues from the Complainant.

(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 (CAD)

Islamabad, November 26, 2025