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.05/1221-2026
April 07, 2026

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UMER FAROOQ M/S SOUVENIR TRADING COMPANY PVT LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING CORRECTION OF TARIFF (REF 24 11451 2215103).
Complaint No. **LESCO-NHQ-64671-11-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 07, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Copy to:

1. Chief Engineer/Customer Service Director,
   LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
   LESCO, 22-A, Queen's Road, Lahore.
3. Additional Director (CAD),
   NEPRA Regional office, 54-B, Link Arcade, GECH Society,
   Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
   Focal Person To NEPRA,
   LESCO, 22-A, Queen's Road, Lahore.
   Cell # 0370-4990220.
5. XEN Deepalpur Division LESCO,
   Office of Deepalpur Division, Depalpur District Okara.
   Ph: 044-4541113
6. Mr. Umer Farooq S/o Said Badsha
   M/s Souvenir Trading Company Pvt Ltd,
   Renala Road, Chak Fazal Shah, Peer Di Hatti,
   Depalpur, District Okara.
   Ph: +92-44-4546005-6.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. LESCO-NHQ-64671-11-25

Mr. Umer Farooq S/o Said Badsha **Complainant**
M/s Souvenir Trading Company Pvt Ltd.
Renala Road, Chak Fazal Shah, Peer Di Hatti
Tehsil Depalpur, District Okara.

Versus

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

Date of Hearing: December 03, 2025
January 16, 2026

Complainant: Mr. Nisar Ahmed, GM
Mr. Masood Naeem, Manager

Respondent: Mr. Haseeb Ahmed, Revenue Officer, LESCO
Mr. Qamar Shahzad, LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UMER FAROOQ M/S SOUVENIR TRADING COMPANY PVT LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST LESCO REGARDING CORRECTION OF TARIFF (REF # 24-11451-2215103)**

DECISION

This decision shall dispose of the complaint filed by Mr. Umer Farooq M/s Souvenir Trading Company Ltd (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. NEPRA received a complaint wherein the Complainant submitted that following the previous extension of sanctioned load of the industrial connection having reference number i.e. 24-11451-2215103 in the name of M/s Souvenir Trading Company Ltd during the year, 2022, its sanctioned tariff i.e. industrial (B-3) was later changed to commercial i.e. (A2-c) by LESCO. By taking objection into such change, the Complainant requested for reverting of same. Accordingly, the matter was taken up with LESCO and hearings were held at NEPRA Office which were attended by representatives of both the parties wherein the matter remained disputed due to conflicting arguments of the parties.

3. As a way to further examine the disputed premises in light of the hearing, a site inspection was also carried out by NEPRA officials on December 03, 2025 in presence of both the parties whereby it was noticed that the connection was being used for multiple processes and business activities at the same premises including manufacturing of bags/sacks for packaging of potatoes and cold storage business.

4. The case has been examined in detail in the light of the written/verbal arguments of both the parties, site inspection, arguments advanced during the hearing and applicable law. The following has been concluded.

i. Cold Storages were included under Commercial tariff category in the tariff terms and conditions notified on July 25, 2022. Being aggrieved, several consumers having cold

storages connections raised observations over the placing of cold storages under the commercial tariff. Accordingly, the Authority vide decision dated December 23, 2024 held that the commercial tariff shall remain applicable against the cold storages as already notified. Subsequently, review petitions were filed by the concerned stakeholders. Accordingly, the Authority issued another decision on September 16, 2025 and held that 'Cold Storages, which are involved in processing, value addition & long term preservation of goods especially in sectors including but not limited to the agriculture, food processing, pharmaceuticals, etc. shall be placed under the "Industrial Tariff".' AND Cold Storages, which handle short-term storage for retail & distribution without significant value addition, shall be placed under "Commercial Tariff'.

ii. In the instant matter, the premises of the Complainant, being energized by an electricity connection currently under the commercial tariff, is feeding two activities/functions. The site inspection categorized the same in two undertakings.

a. Manufacturing of bags/sacks from imported/recycled material for the purpose of packaging of potatoes. Recycling plant for wasted/defected bags/ sacks.

b. Cold storage for processing, washing, sorting and packaging of potatoes.

The site inspection of the premises in conjunction with the perusal of consumption pattern further divulges that the Complainant has employed substantial part of the connected load for the manufacturing of bags/sacks as mentioned above while the remaining load is being used for cold storages etc.

iii. Taking cognizant of the above, the premises currently entailing bona fide industrial unit(s) and having substantial load dedicated to the same industrial activity attracts change of tariff into industrial against existing commercial connection, in accordance with the NEPRA tariff terms and conditions. Moreover, the decision of Authority dated September 16, 2025 also obligates LESCO to determine nature of tariff to be applied against the cold storage business being operated within the same premises. Hence, it can be deemed justified that above mentioned industrial activity is required to be fed with the exiting connection, however, under the industrial tariff while type of tariff against the part of premises housing cold storage business and its allied activities, is required to be ascertained by LESCO, as per the above decision of the Authority.

5. Foregoing in the view, LESCO is hereby directed as under:

i. Existing connection installed against reference No. 24-11451-2215103, under commercial tariff, being utilized for manufacturing of bags/sacks i.e. bona fide industrial activity, be changed into industrial tariff.

ii. LESCO may also determine as if the cold storage business and allied activities falls under commercial or industrial tariff in light of decision of the Authority dated September 16, 2025. Consequent upon such determination of LESCO, another/separate electricity connection at the Complainant's premises may be provided for the cold storages business on the cost deposit basis and after completion of all the codal formalities. Further, it shall be ensured by LESCO that no misuse of tariff takes place at the Complainant's premises if another connection is installed at the premises under commercial tariff.

6. The 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

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

Islamabad, April 07, 2026