



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/1303-2025
March 27, 2025

Chief Executive Officer,
K-Electric Limited, KE House No 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.

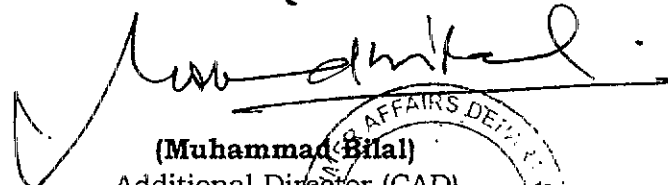
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY BRIG. DR. MUHAMMAD MUNIR (R), UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING.
KElectric-KHI-49677-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 27, 2025, regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relations Officer,
K-Electric Limited Office, 56 A, Street No. 88, G-6/3,
Islamabad.
2. Mr. Abid Hussain, Advisor,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Brig. (R). Dr. Muhammad Munir,
MD, Chiniot General Hospital (CGH),
St.# 1/3, Sector 41-B, Korangi Township,
Defense Housing Authority (DHA), Karachi.


(Muhammad Bilal)
Additional Director (CADI)
NEPRA
Islamabad
(CADI)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-49677-01-25

Brig (R). Dr. Muhammad Munir
MD, Chiniot General Hospital (CGH)
St. 1/3, Sector 41-B, Korangi Township,
Defense Housing Authority, Karachi

..... **Complainant**

VERSUS

K-Electric Limited (KEL)
KEL House No. 39-B, Sunset Boulevard-III
DHA, Karachi.

..... **Respondent**

Date of Hearing: January 31, 2025

**On behalf of
Complainant:**

1. Brig (R). Dr. Muhammad Munir, MD, CGH
2. Mr. Asif Elahi, Trustee, CGH

Respondent:

1. Mr. Asif Shajer, GM (KEL),
2. Mr. Faisal Khan, Regional Head (KEL)
3. Mr. Danish Siddique DD (KEL)

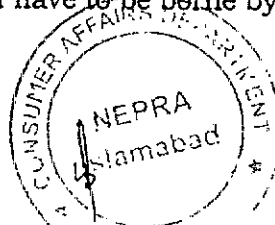
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DECISION

This decision shall dispose of the complaint filed by Brig (R). Dr. Muhammad Munir, MD, Chiniot General Hospital (CGH) (hereinafter referred to as the "Complainant") against K-Electric Limited (hereinafter referred to as the "Respondent" or "KEL"), regarding load shedding 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 from the MD, CGH, stating that KEL is conducting 6-8 hours of load shedding at CGH, severely impacting the hospital's ability to provide critical healthcare services. The complainant highlighted that these power interruptions disrupted diagnostic services and medical equipment, adversely affecting surgical and life-saving procedures, thereby compromising patient safety and comfort.

3. In order to proceed further, a hearing was held on January 31, 2025, at NEPRA's Regional Office in Karachi, where both parties presented their arguments. During the hearing, KEL's representative informed that the Complainant is a bulk supply consumer and is connected to the Chiniot General Hospital 11 kV feeder, which is subject to load shedding based on Aggregate Technical and Commercial (ATC) losses. The feeder falls under the medium loss category, with an ATC loss of 35.5%. The representative of KEL proposed shifting CGH to a nearby load-shedding exempted feeder to ensure uninterrupted power supply; however, the cost of relocation would have to be borne by the hospital.



4. KE was directed to provide the ATC losses record for the PMTs on the CGH feeder. KE vide its report dated February 3, 2025, submitted that out of 17 PMTs on the feeder, 8 had ATC losses exceeding 20%.

5. The Authority, through a letter dated February 2, 2024, directed all Distribution Companies, including KE, to implement the following measures for hospitals with a load of 25kW or more that have admission and operation theatre facilities:

- a. Hospitals receiving electricity from independent/dedicated feeders must be exempted from load shedding immediately.
- b. Hospitals connected to high-loss feeders should be shifted to low-loss feeders on a cost-deposit basis.
- c. Arrangements should be made to exempt hospitals from load shedding, subject to technical feasibility, on a cost-deposit basis.

6. Keeping in view the critical importance of ensuring uninterrupted electricity at hospitals and medical facilities, KE is hereby directed to either shift CGH's electricity supply to a nearby load-shedding-exempted feeder or make the necessary arrangements to exempt CGH from load shedding, subject to technical feasibility, on a cost-deposit basis.

7. A compliance report be submitted within twenty (20) days, positively.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan-ul-Haq)

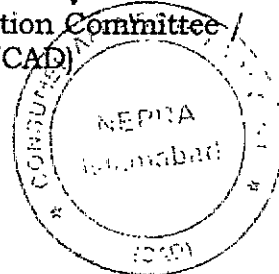
Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)



27/03/25

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, March 27, 2025