



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.04/1691-2025
May 5, 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 MR. ZAID BIN
ZAHOR 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-36741-04-24

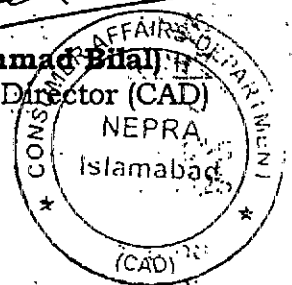
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 05, 2025 regarding the subject matter, for necessary action and compliance.

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. Mr. Zaid Bin Zahoor,
HR-144, Green Park City, Near Abbor Lab
Quaidabad, Karachi.
Contact# 03060829324
zaidbinzahoor@gmail.com

(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. KElectric-KHI-36741-04-24

Mr. Zaid Bin Zahoor,
HR-144, Green Park City, Near Abbhor Lab
Quaidabad, Karachi.
Contact# 03060829324
zaidbinzahoor@gmail.com

.....**Complainant**

Versus

K-Electric Limited (KE)
KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

.....**Respondent**

Date of Hearing(s):
1) August 07, 2024
2) August 20, 2024

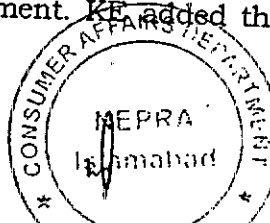
**On behalf of:
Complainant:**
Mr. Zaid Bin Zahoor

Respondent:
1) Mr. Anas Lakhani (K-Electric Limited)
2) Mr. Nadeem Dayo (K-Electric Limited)
3) Mr. Sanaullah (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAID BIN ZAHOR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING.

This decision shall dispose of the Complaint filed by Mr. Zaid Bin Zahoor, HR-144, Green Park City, Near Abbhor Lab Quaidabad, Karachi, (hereinafter referred to as the "Complainant") against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE"), 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 NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has been conducting frequent and prolonged load shedding in Green Park City and requested that KE be directed to resolve the matter. The matter was taken up with KE for submission of para wise comments/report. In response, KE reported that the Complainant is a resident of housing society namely "Green Park City" and the society has its own substation but it is not fed via a dedicated 11 KV feeder as per the existing scheme of arrangement. KE added that the 11 KV



common distribution system (Green Park City feeder) eventually terminates in the society's substation after first terminating inside KE's common distribution substation where three PMT of 1000kVA, 500kVA and 250kVA are installed inside it, in addition to the society's connection. KE further submitted that KE is not able to shift the other consumers of the common distribution substation unless alternate arrangement is made for them after which KE's common distribution substation will be spared for the complainant society's connection. KE added that the Complainant and society residents are required to bear the cost of shifting of other connections as the society in question did not opt for the dedicated feeder at the time of new connection and instead chose to be supplied from a common source.

3. In order to proceed further into the matter, hearings were held at NEPRA Regional office, Karachi which were attended by both the Complainant and representative of KE. Subsequently, KE was directed to submit details of aggregate technical and commercial loss (ATC) data of all PMTs on the feeder. In response, KE vide letter dated October 01, 2024 submitted the required information.

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

- (i) The instant matter pertains to load shedding by K-Electric at Green Park City, Quaidabad, Karachi.
- (ii) K-Electric is of the view that the 'Green Park City' feeder falls in high loss category on the basis of Aggregate Technical and Commercial Losses (ATC) and load shedding has been carried out based on the gravity of the losses irrespective of the area or the class of people being fed from particular feeder/PMT.
- (iii) The Complainant is of the view that the residents of Green Park City have been facing load shedding due to ATC losses of other PMTs other than Green Park City connected on the same feeder.
- (iv) The total 37 PMTs/substation are fed through Green Park feeder from 35 PMTs related to a society Green Park City which are in the category of low loss in accumulated ATC.

5. Section 23F(2)(b) of the NEPRA Act, 1997 (to be read with successive amendments) stipulates that all licensees shall be responsible to make sales of electric power within its territory on a non-discriminatory basis to all the consumers who meet

the eligibility criteria laid down by the Authority. Additionally, NEPRA Licensing (Electric Power Supplier) Regulations, 2022 impose an obligation on electric power supplier/ licensee to provide safe, secured, reliable and efficient electric power supply on a non-discriminatory basis to all persons who meet the consumer eligibility criteria. Moreover, Article 2 of the Supplier License expressly mandates that the K-Electric/Licensee shall comply with the Applicable Law (i.e. NEPRA Act and Applicable Documents) and shall be obligated to comply with the NEPRA Licensing (Electric Power Supplier) Regulations, 2022. Rule 4(f) of NEPRA Performance Standards (Distribution) Rules, 2005 envisages the priorities and principles of load shedding, however, KE has violated the prescribed standard given in said Rules while conducting load shedding.

The Authority has declared the AT&C based load shedding as illegal and has already imposed penalty on K-Electric. However, K-Electric has filed an appeal against the decision of NEPRA before the Appellate Tribunal. In view of the above, no further directions can be issued in the instant matter until the finalization of the aforementioned appeal. However, K-Electric is strictly advised to adhere relevant provisions of CSM and other enabling rules & regulations and ensure proper maintenance of its distribution network to prevent unwarranted disruptions and to promptly restore supply in case of unscheduled outages.


(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,

May 5th, 2025

