



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.04/2793-2025
July 11, 2025

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

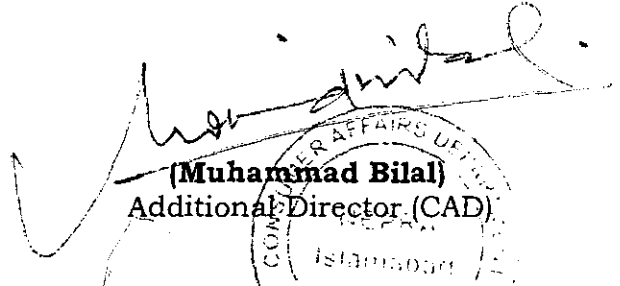
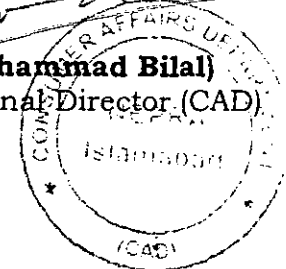
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHARIQ JAMAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING**
Complaint No. KElectric-KHI-51771-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 11, 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. Shariq Jamal,
Member Provincial Assembly of Sindh,
PS-90, Korangi-I, 184/Z-A,
Block 3, Bahadurabad, Off Bahadurabad Club, Karachi.
Contact# 03362376867.
shariqjamal119@yahoo.com


(Muhammad Bilal)
Additional Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-51771-03-25

Mr. Shariq Jamal

Member Provincial Assembly of Sindh,
PS-90, Korangi-I, 184/Z-A,
Block 3, Bahadurabad, Off Bahadurabad Club, Karachi.
Contact# 03362376867.
shariqjamal119@yahoo.com

.....Complainant

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

.....Respondent

Date of Hearing(s): April 07, 2024

On behalf of:

Complainant: Mr. Shariq Jamal

Respondent:

- 1) Mr. Asif Shajer (K-Electric Limited)
- 2) Mr. Abdul Latif (K-Electric Limited)
- 3) Mr. Muhammad Imran (K-Electric Limited)
- 4) Mr. Naveed Khaliq (K-Electric Limited)
- 5) Mr. Areeb Khan (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHARIQ JAMAL
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. Shariq Jamal, Member Provincial Assembly of Sindh, PS-90, Korangi-I, 184/Z-A. Block 3, Bahadurabad, Off Bahadurabad Club, 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 excessive load shedding in PS-90 Malir Model Town and requested NEPRA to direct KE to switch the supply of the Complainant to load shed exempted feeder. The matter was taken-up with KE for

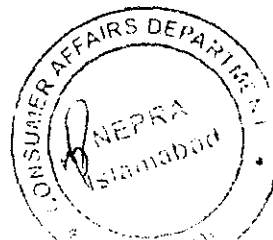


submission of para wise comments/report. In response, KE reported that the currently around 70% of Karachi is exempted from load shedding along with 100% exemption to the industries. On the remaining 30% feeders 6 to 10 hours of scheduled load shedding is carried out based on Aggregate Technical and Commercial losses (i.e. due to electricity theft and non-payment of bills).

3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office, Karachi on February 07, 2024 which was attended by the Complainant and representatives of KE wherein the matter was discussed in detail. During the hearing, the Complainant informed that the excessive scheduled and unscheduled load shedding is being carried out by KE in the area without any justification. The representatives of KE informed that they had installed the remote Reconnection and Disconnection (RC/DC) panel in the concerned area as part of its network enhancement and system automation plan. However, the said panel became non-functional after local residents reportedly damaged the installation and burnt the breakers.

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 Malir Model Town, Karachi.
- (ii) K-Electric is of the view that there are 21 feeders in jurisdiction of PS-90 out of which 7 are low losses (load shedding exempted), 4 are Medium losses and 10 feeders have high losses with low paying propensity and high power theft tendency.
- (iii) KE further informed that due to rising theft and low recovery, KE is aggressively carrying out Kunda removal and power disconnection drives which are sometimes misrepresented/ misinterpreted as load-shed.
- (iv) Rule 4(1) 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.
- (v) 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/ License shall comply with the Applicable Law (i.e. NEPR Act and Applicable Documents) and shall be obligated to comply with the NEPRA Licensing (Electric Power Supplier) Regulations, 2022.



5. 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, Consumer Resolution Committee / Member, Consumer Resolution Committee/
Director (CAD)



(Muhammad Irfan Ul Haq)

Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Consumer Resolution Committee /
Director General (CAD)



Islamabad, July 11, 2025