



**Consumer Affairs
Department**

TCD.09/4008-2025
September 19, 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 DR. VILAYAT KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING (ACCOUNT
NO. 0400037221137).**

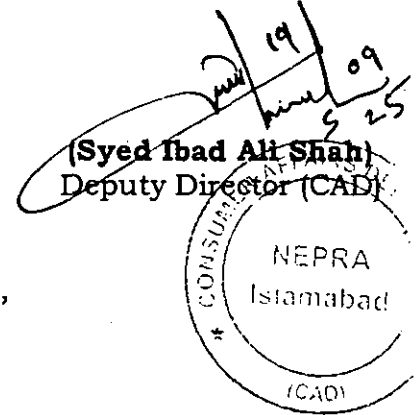
Complaint No. **KElectric-KHI-53709-05-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 19, 2025 regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. Mr. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE 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. Dr. Vilayat Khan
Medical Director, Anum Hospital, Main Road,
Park Kausar Town, Khokrapar 2, Malir Extension, Karachi.
Cell # 0300-2115428.





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

Complaint No. KElectric-KHI-53709-05-25

Dr. Vilayat Khan

Medical Director, Anum Hospital, Main Road,
Pak Kausar Town, Khokrapar 2, Malir Extension,
Karachi.

Contact No: 03002115428

.....Complainant

Versus

K-Electric Limited (KE)

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

..... Respondent

Date of Hearing(s): May 14, 2025
June 26, 2025

On behalf of:
Complainant: Dr. Vilayat Khan

Respondent:

- 1) Mr. Zulnurain (K-Electric Limited)
- 2) Mr. Waqas Ahmed (K-Electric Limited)
- 3) Mr. Khurram (K-Electric Limited)
- 4) Mr. Syed Waqas Ahmed (K-Electric Limited)
- 5) Mr. Imran Zakir (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. VILAYAT KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING (ACCOUNT NO. 0400037221137)**

This decision shall dispose of the Complaint filed by Dr. Vilayat Khan, Medical Director, Anum Hospital, Main Road, Pak Kausar Town, Khokrapar 2, Malir Extension, 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 at dedicated PMT of Anum Hospital, Karachi 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 order to proceed further into the matter, hearings were held at NEPRA Regional office, Karachi which were attended by both the parties i.e. the



Complainant and representatives of KE. Subsequently, KE was directed to submit details of aggregate technical and commercial loss (ATC) data of all PMTs on the feeder.

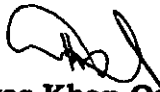
4. In response, KE vide its report dated June 10, 2025 submitted the ATC losses record of all PMTs on the "Block D" feeder, and submitted that the possibility of shifting the complainant's PMT to a nearby load shedding exempted feeder is technically possible and a provisional cost estimate amounting to approximately Rs. 6.3 million has been issued to complainant.

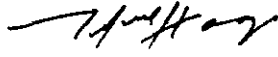
5. The Authority vide a letter No. NEPRA/DG(CAD)/TCD-10/1719-1749 dated February 2, 2024, directed all Distribution Companies, including KE, to implement the following measures for hospitals with a load of 25kW or more that have admission and operation theatre facilities:


- 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 Anum Hospital's electricity supply to a nearby load-shedding-exempted feeder or make the necessary arrangements to exempt Anum Hospital's PMT from load shedding, subject to technical feasibility, on a cost-deposit basis.

7. The Complaint is disposed of in above terms.


(Lashkar Khan Qambrani)
Member, Consumer Complaints Tribunal/
Director (CAD)


(Muhammad Irfan ul Haq)
Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naveed Illahi Shalikh)
Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, September 19, 2025

