



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

**Consumer Affairs
Department**

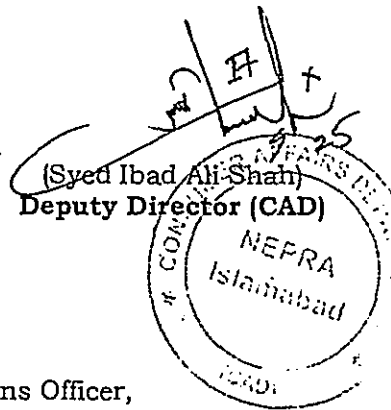
TCD.09/11/11/1-2025
October 17, 2025

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 SYEDA MARIA RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING.**
KE-2331-03-2019 & KE-2736-11-2019

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 17, 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 & Government 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. Syeda Maria Raza W/o M. Tahir Hashmi,
H# L-521, Gulshan-e-Iqbal, Block No.3,
Haji Leemo Gabol Goth, Karachi,
Ph: 0317-2053349

[For follow-up, please]



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
Complaint No. KE-2331-03-2019 & KE-2736-11-2019

Syeda Maria Raza W/o M. Tahir Hashmi,
H# L-521, Gulshan-e-Iqbal, Block No.3,
Haji Leemo Gabol Goth, Karachi,
Ph: 0317-2053349

.....

Complainant

VERSUS

K-Electric Limited (KE)

.....

Respondent

KE House No. 39-B,
Sunset Boulevard Phase-II, Defense Housing Authority
Karachi.

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SYEDA MARIA RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING

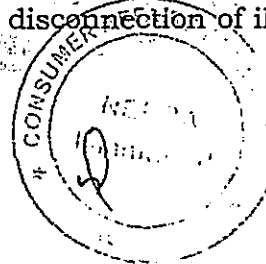
DECISION

Reference is made to the subject complaint.

2. Brief facts of the case are that NEPRA received a complaint from Syeda Maria Raza W/o M. Tahir Hashmi, H# L-521, Gulshan-e-Iqbal, Block No.3, Haji Leemo Gabol Goth, Karachi, (hereinafter referred to as the "Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act") against K-Electric (hereinafter referred to as "KE" or "Respondent") regarding Load shedding.

3. The matter was taken-up with KE for submission of comments/report. In response KE submitted that the electricity to the Complainant's area is supplied from "Azeem Khan Park" Feeder which falls in "High Loss" category based on its Aggregate Technical and Commercial Losses. Hearings in the matter were held at NEPRA Regional Office, Karachi. During the hearings, KE informed that the category of the "Azeem Khan Park" feeder has been changed from "High loss" to "Medium loss" feeder and load shedding hours have been curtailed from 6 to 3 hours. Later, the Complainant again approached this office with observations and informed that neither KE has disconnected the illegal hook connections provided to the adjacent illegal 'kachi abadis' from the Complainant area's PMT nor the load shedding has been reduced/diminished.

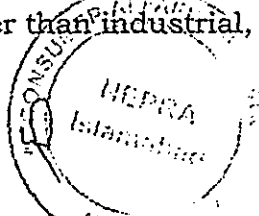
4. The matter was again taken up with KE in light of rejoinder/observations of the Complainant and a hearing was conducted. During the hearing, KE informed that there is no load shedding in the Complainant's area. However, the Complainant has again approached this office vide letter dated 19.05.2025 and reiterated the earlier version informing that the issue of load shedding and disconnection of illegal connections has not been resolved.



5. The Complainant has also approached the Honorable High Court of Sindh at Karachi vide Constitutional Petition No. D-2743 of 2020. The Honorable Court vide its order dated 06-05-2025 has disposed of the petition and has inter-alia held that the application made to NEPRA may be decided expeditiously.

6. 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 in the area of the Complainant and provision of illegal hook connections to the 'katchi abadis' namely Quaid-e-Azam colony.
- ii. The load shedding being carried out by KE is neither due to generation constraints nor transmission/ distribution constraints rather KE is carrying out load shedding on AT&C basis. K-Electric is of the view that the area of Complainant is supplied from "Azeem Khan Park" Feeder and load shedding is being carried out on the basis of gravity of losses as per National Power Policy. However, there is no force in the argument of KE as the National Power Policy directs for progressive elimination of load shedding in all areas, including rural areas, for consumers who pay their electricity bills, in accordance with the legal framework of the country. KE has failed to reduce load shedding in that area.
- iii. Pursuant to Section 21(2)(b) of the NEPRA Act, the Licensee is responsible to provide distribution service and 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.
- iv. Pursuant to Section 21(2)(f) of the NEPRA Act; the Licensee is required to follow the performance standards laid down by the Authority for distribution and transmission of electric power, including safety. Furthermore, Rule 4(f) of NEPRA Performance Standards (Distribution) Rules, 2005, states that:
 - a. A distribution company shall have plans and schedules available to shed up to 30% of its connected load at any time upon instruction from NTDC/System Operator. This 30% load must be made up from separate blocks of switchable load, which can be disconnected in turn at the instruction from NTDC/System Operator. A distribution company shall provide copies of these plans to NTDC/System Operator.
 - b. Wherever possible NTDC/System Operator shall give distribution companies advance warning of impending need for load shedding to maintain system voltage and/or frequency in accordance with the Grid Code.
 - c. As per the provisions of the Grid Code, NTDC/System Operator shall maintain an overview and as required instruct each distribution company the quantum of load to be disconnected and the time of such disconnection. This instruction shall be given in clear, unambiguous terms and related to prepared plans.
 - d. When instructed by NTDC/System Operator, the distribution companies shall shed the load in the following order, namely:
 - (i) Supply to consumers in rural areas; and residential consumers in urban areas where separate feeders exist.
 - (ii) Supply to consumers, other than industrial, in urban areas.

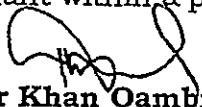


- (iii) Supply to agriculture consumers where there is a dedicated power supply.
 - (iv) Supply to industrial consumers.
 - (v) Supply to schools and hospitals.
 - (vi) Supply to defense and strategic installations.
- v. Section 23F(2)(b) of the NEPRA Act, 1997 (to be read with successive amendments) 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 imposes an obligation on electric power supplier/licensee to provide safe, secure, reliable and efficient electric power supply on a non-discriminatory basis to all persons who meet the consumer eligibility criteria.
- vi. A distribution company shall prepare schedules of load disconnection, which demonstrate this priority order and which rotate load disconnections within the above groups in a non-discriminatory manner. The principle of proportionality shall be kept in mind so as not to excessively burden a particular consumer class.

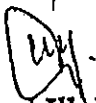
7. It is obligatory on the K-Electric to supply un-interrupted electric power to its consumers. Furthermore, the consumer/complainant cannot be held liable and punished on account of non-paying consumers of K-Electric. Being located in the same locality where other community members enjoy load shedding free electricity, it would be rather unconstitutional and discriminatory on part of K-Electric to punish the Complainant on behalf of others in the shape of long hours of power-cut. The electricity is a fundamental right as guaranteed by the Constitution of Islamic Republic of Pakistan, 1973 which is also held by the Honorable Supreme Court of Pakistan in its reported Judgment of Alleged Corruption in Rental Power Plants etc., Human Rights Case (2012 SCMR 773).

8. The Authority has imposed a penalty of Rs. 50 Million upon KE for carrying out load shedding in violation of provisions of the NEPRA Act and other enabling Rules & Regulations. However, KE has challenged the same before Appellate Tribunal (NEPRA) whereby the Tribunal has issued restraining orders against the decision of NEPRA.

9. Foregoing in view, KE is directed to upgrade the distribution system in the area of the Complainant if required, including but not limited to installation of ABC cables, AMR meters, removal of kundas/lodging of FIRs etc. to curtail theft of electricity to ensure uninterrupted electric power supply to the feeder/PMT feeding electricity supply to the Complainant within a period of three (03) months.


(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, October 17, 2025

