



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.09/4599-2025
October 23, 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 SYED MUHAMMAD RAZA MEHDI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOADSHEDDING.
KElectric-KHI-41754-08-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 23, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

(Syed Ibad Ali Shah)
Deputy Director (CAD)

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. Syed Muhammad Raza Mehdi,
R/o A-18, Saima Villas, Block-B,
North Nazimabad, Karchi.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaints Nos. KElectric-KHI-41754-08-24

Syed Muhammad Raza Mehdi R/o A-18, Saima villas, Block B, North Nazimabad, Karachi.	Versus	K-Electric Limited, KE House No. 39-B, Sunset Boulevard Phase-II, Defence Housing Authority, Karachi.
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Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SYED MUHAMMAD RAZA MEHDI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING LOADSHEDDING.

Reference is made to the complaint regarding the subject matter.

2. Scrutiny of the record and arguments during the hearing reveal that KE has been conducting frequent and prolonged load shedding in Saima villas, Block B, North Nazimabad, Karachi. During the hearing the representative of KE informed that electricity to the Complainant's area is supplied from feeder which falls in "Medium Loss" category and the load shedding is being carried out on the mentioned feeder on the basis of aggregate technical and commercial losses.

3. 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 "NORTH VISTA" Feeder which falls in "Medium Loss" category and the load shedding is being carried out on the mentioned feeder on the basis of aggregate technical and commercial losses. According to KE, load shedding is being carried out 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. Moreover KE failed to monitor theft on the industrial feeder which caused the higher ATC. Further KE has not reported any discrepancy against the Complainant's connections.

3. 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.

4. 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 Ullah Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 23, 2025

