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.09/3870-2026
October 04, 2026

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. SHAHID WAHAB 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-69730-02-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 04, 2026, regarding the subject matter for necessary action.

Encl: As above

(Syed Ihad Ali Shah)
Deputy Director (CAD)
NEPRA
Islamabad
CAD

Copy to:

1. Mr. Asif Shajar,
   General Manager (Regulations),
   K-Electric Limited, KE House No 39-B,
   Sunset Boulevard Phase-II, Defence Housing Authority,
   Karachi.

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. Shahid Wahab,
   Flat No. B-2/5,Block B, Jacob Line Complex
   Near Bally Pan Shop & Commisioner Flats,
   Jinnah Town.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. KElectric-KHI-69730-02-26

Mr. Shahid Wahab, ... **Complainant**
Flat No. B-2/5, Block B, Jacob Line Complex
Near Bally Pan Shop & Commisioner Flats,
Jinnah Town, Karachi.

Versus

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

Date of Hearing(s): September 04, 2026

On behalf of:
Complainant: Mr. Shahid Wahab

Respondent: 1) Mr. Zulnurain Janjua (K-Electric Limited)
2) Mr. Umair Shaikh (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHID WAHAB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING LOAD SHEDDING.**

DECISION

This decision shall dispose of the complaint filed by Mr. Shahid Wahab, Flat No. B-2/5, Block B, Jacob Line Complex, Near Bally Pan Shop & Commissioner Flats, Jinnah Town, 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 had changed their electricity supply to the old Jacob Line Feeder, resulting in approximately 18 hours of load shedding. The Complainant requested that KE be directed to restore the electricity supply from the original Army Feeder to resolve the matter. The matter was taken-up with KE for submission of para wise comments/report. In response, KE submitted that electricity to the Complainant's area is supplied from "Jacob Line Complex 1" Feeder which falls in "Very High Loss" category based on its Aggregate Technical and Commercial Losses. Further, KE added that load shedding is carried out based on the gravity of the losses irrespective of the area or the class of people being fed from particular feeder/PMT. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, hearing was held at NEPRA Regional office Karachi which was attended by both the parties i.e. representatives of KE and the Complainant, wherein the matter was discussed in detail. During the hearing, the Complainant reiterated that KE had shifted the electricity supply of the area from the Army Feeder to the old Jacob Line Feeder, due to which they are experiencing prolonged load shedding of approximately 18 hours. The Complainant requested for restoration of the supply through the original Army Feeder. The

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad

representative of KE submitted that the said feeder falls under the Very High Loss category having 81% AT&C losses and is subjected to load shedding.

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 Jacob Lines Complex-1 feeder.

(ii) The Complainant is of the view that electric supply to his premises was previously supplied from Army Feeder. Later, KE shifted their electricity supply to the old Jacob Line Feeder, resulting in approximately 18 hours of load shedding.

(iii) KE is of the view that the Complainant's area is supplied from a feeder which falls in "Very High Loss" category based on its Aggregate Technical and Commercial Losses.

(iv) 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.

(v) 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, provides the framework for load shedding. The said provision requires distribution companies to maintain plans and schedules for load shedding upon instructions from NTDC and prescribes the priority order for load disconnection. It further requires load-disconnection schedules to rotate load shedding in a non-discriminatory manner, keeping in view the principle of proportionality so that a particular consumer class is not excessively burdened.

5. 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.

6. The Authority, vide its Order dated August 31, 2026 under Section 27C of the NEPRA Act, has categorically examined the issue of unannounced and excessive load shedding by KE. The Authority has held that commercial/revenue-based and AT&C-loss-based load shedding has no recognition under the applicable statutory and regulatory framework. The load shedding is permissible only within the lawful framework and on account of technical/system requirements contemplated under the applicable framework.

7. The Authority has further categorically directed KE to cease and desist from unannounced, unscheduled and excessive load shedding and to ensure that load management strictly adheres to the applicable legal framework, Rules, Regulations and its License.

8. The Authority has also specifically prohibited KE from carrying out AT&C-loss-based load shedding at feeder level and that commercial defaults, theft or high loss ratios on a particular feeder cannot serve as justification for suspending electricity supply to compliant and paying consumers connected to the same feeder. Further, consumers who are regular in payment of their electricity bills are not to be subjected to disconnection or curtailment of supply due to the defaults or unlawful actions of others.

CONSUMER AFFAIRS DEPTT. NEPRA Islamabad

9. The Authority has emphasized that commercial losses and electricity theft are required to be addressed through targeted technological and administrative measures rather than arbitrary feeder-level outages, including individual disconnections of defaulters/theft cases, intensified anti-theft drives and system interventions such as installation of Aerial Bundled Cables (ABC).

10. In the instant case, KE has termed the load shedding in the Complainant's area on the basis of AT&C losses/high losses/commercial losses/theft of the concerned feeder. However, in view of the aforesaid Order of the Authority, such justification cannot, by itself, constitute a lawful basis for subjecting compliant consumers to feeder-level load shedding. In view of the foregoing, the justification furnished by KE for excessive/prolonged/unannounced load shedding on the basis of the loss category/AT&C losses of the concerned feeder is not found sustainable to the extent that it results in collective curtailment of electricity supply to compliant consumers

11. 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 â"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).

12. Foregoing in view, and in light of the Authority's Order dated August 31, 2026, KE is directed to cease and desist from unannounced, unscheduled and excessive load shedding in the Complainant's area and ensure that compliant and paying consumers are not subjected to curtailment of electricity supply on account of AT&C losses, commercial defaults, electricity theft or high loss ratios of other consumers connected to the same feeder. KE shall adopt targeted measures, including individual disconnection of defaulters/theft cases, anti-theft drives, recovery of outstanding dues and necessary system improvement/augmentation, instead of resorting to feeder-level load shedding for addressing commercial losses. KE shall also ensure that any load management undertaken is strictly in accordance with the applicable legal and regulatory framework.

(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)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Islamabad, October 04 **, 2026**