



# National Electric Power Regulatory Authority

NEPRA Tower

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs  
Department

TCD.11/4507 -2025  
October 20, 2025

Chief Executive Officer,  
Sukkur Electric Power Company (SEPCO),  
SEPCO Headquarter, Old Thermal Power Station,  
Sukkur.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAKIR BANDHANI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING EXCESSIVE LOAD SHEDDING/NO SUPPLY**  
Complaint # SEPCO-NHQ-33782-01-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated October 20, 2025 for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. C.E/Customer Services Director,  
Sukkur Electric Power Company (SEPCO),  
SEPCO Headquarter, Old Thermal Power Station,  
Sukkur.
2. Superintending Engineer (Operation),  
Sukkur Electric Power Company (SEPCO),  
Sukkur Circle, Near Local Board, Sukkur
3. Mr. Zakir Bandhani,  
UC Chairman, R/o Nawan Goth,  
Sukkur. 0300-8924582

*(Signature)*  
(Muhammad Bilal)  
Addl. Director (CAD)  
NEPRA  
Islamabad  
(CAD)



**BEFORE THE**  
**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**  
**[NEPRA]**

Complaint No. SEPCO-NHQ-33782-01-24

Mr. Zakir Bandhani,  
UC Chairman, R/o Nawan Goth,  
Sukkur. 0300-8924582

..... Complainant

**VERSUS**

**Sukkur Electric Power Company (SEPCO)**  
SEPCO Headquarter, Old Thermal Power Station,  
Sukkur.

..... Respondent

Date(s) of Hearing(s): (i) July 09, 2025  
(ii) April 28, 2025  
(iii) February 4, 2025  
(iv) November 11, 2024  
(iv) June 12, 2024  
(v) May 14, 2024

Complainant: (i) Mr. Muhammad Zakir Bhandhani  
(ii) Mr. Muhammad Yamin  
(iii) Mr. Muhamad Saeed

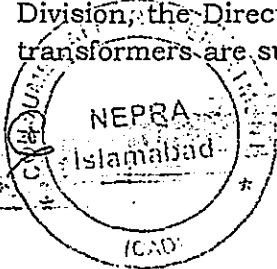
Respondent: (i) Mr. Nizam Uddin Pirzada, XEN(Opt.), SEPCO.

Subject: **COMPLAINT FILED BY MR. ZAKIR BANDHANI UNDER SECTION 39 OF THE**  
**REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF**  
**ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING EXCESSIVE LOAD**  
**SHEDDING**

Complaint # SEPCO-NHQ-33782-01-24

Reference is made to this office letter dated June 19, 2025, and a hearing held on July 9, 2025, wherein both parties tendered appearance and the subject issue was discussed in detail. During the hearing, the representatives of SEPCO assured that a joint site visit would be conducted along with all the relevant stakeholders. The purpose of this visit was to carry out a ground-level inspection of the 11 kV Qasimabad high-loss feeder affecting the power supply in the locality and to assess the technical, operational, and administrative aspects, which were already conveyed to SEPCO vide this office letter, dated May 8, 2025, and a reminder letter, dated June 2, 2025.

2. During the site visit by the SEPCO team comprising the Executive Engineer, Sukkur Division, the Director Commercial, and other stakeholders, it was observed that total of 25 transformers are supplying power through the Qasimabad feeder. The residents of this area



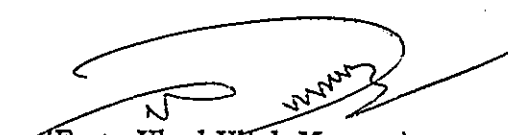
are currently receiving electricity for only four (04) hours in twenty-four (24) hours due to high (AT&C) losses at the Qasimabad 11 kV feeder. The limited supply is severely affecting the daily life and economic activities of the residents.

3. During the site inspection of the area, several unauthorized electricity connections have been found illegally extended from the Military Road and Site Area, bypassing the meters. These direct hooks, commonly referred to as "Kunda connections," are not only unlawful but also pose serious risks to the safety, reliability, and financial integrity of the power distribution system. This unchecked activity has led to dual crisis, i.e., technical losses due to system overloading as well as commercial losses due to irregular billing and poor recovery.

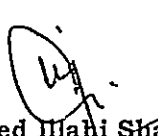
4. Foregoing in view, SEPCO is directed to take the following immediate measures for the reduction in feeder losses:

- i. Augment the overloaded transformers as per the augmentation policy on immediate basis.
- ii. ~~Constitute~~ Constitute a committee to check the authenticity of detection bills on case-to-case basis and revise the same as per the policy given in CSM-2021. Whereas all inflated bills be revised as per the actual meter reading.
- iii. Take action against the delinquent officers/officials involved in maladministration and facilitating theft of electricity.
- iv. Installation/replacement of the ABC cable in the area.
- v. Any other action deemed appropriate for the reduction of losses and to curb theft of electricity should be taken.

5. A compliance report in this regard must be submitted within thirty (30) days. Further proceedings in the matter are being closed.

  
(Engr. Ubed Ullah Memon)  
Member Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan ul Haq)  
Member Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

  
(Naveed Illahi Shaikh)  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, October 20, 2025

