



NEWSLETTER

4th Quarter

October - December
2024

NATIONAL ELECTRIC POWER
REGULATORY AUTHORITY

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1 Key Highlights 4th Quarter 2024

1.1 Tariff Department

- Decisions issued for various hydropower projects, including Laraib Energy, Karot Hydropower, and Gorkin Matiltan HPP, among others.
- Fuel Charges Adjustments and Periodic Adjustments for XWDISCOs and K-Electric were finalized.

1.2 Licensing Department

- Two generation licenses granted to Nestle Pakistan for thermal power plants.
- 2,292 net metering concurrences approved, adding 476.91 MW of capacity.
- Modifications approved for Western Energy's generation license.

1.3 Consumer Affairs

- Major cases involving inflated bills and fake detection cases were resolved. Directions were issued for corrective measures and compensation where applicable.
- Initiatives for online wiring test reports were discussed with provincial energy departments and DISCOs.

1.4 CTBCM

- Partnered with the World Bank, GIZ, and RELP to enhance DISCO privatization frameworks and professional capacity.
- Published draft regulations and codes, with consultative sessions to finalize agreements with DISCOs, K-Electric, and CPPA-G.
- Focused on regulatory submissions, K-Electric's integration, and updates to the Market Commercial Code.

1.5 Monitoring and Enforcement

- Fines imposed for negligence and operational lapses, including Rs. 50 million on CPPA-G for procedural failures.
- Performance Evaluation Reports for power plants and transmission licensees for FY 2023-24 were published.
- Legal proceedings initiated against DISCOs for excessive load shedding and safety violations.

1.6 Technical

- State of Industry Report- 2024 & Annual Report- 2024 were prepared and published for onward transmission to CCS & Federal Govt.
- Motion for leave for review filed by M. Arif Bilvani & K-Electric on 7 Years Investment Plan of KE were processed and presented before the Authority.

1.7 Information Technology

- Cybersecurity policies were developed, and ERP enhancements for taxation and reporting were initiated.
- NEPRA Litigation/Appellate Tribunal Portal is in the testing phase.
- Over 2,800 documents related to decisions, tariffs, and tenders are now accessible on the NEPRA website.

1.8 Coordination and Implementation

- During the reporting period 107 Authority Regulatory Meetings were conducted and 25 Public Hearings / Hearing / Consultative Sessions were held.

1.9 Human Resource and Administration

- Training programs enhanced employee skills. Probationary officers of the 52nd CTP visited NEPRA for energy sector exposure.
- Cricket Tournament 2024 strengthened team spirit, and Hajj balloting selected employees for pilgrimage.
- The Annual Report 2023-24 and State of The Industry Report 2024 were published efficiently.
- NEPRA Media Department published 52 advertisements and 13 press releases, ensuring compliance with PID guidelines, minimizing misreporting, and processing payments of Rs. 3.07 million to newspapers.

2. Tariff Department

2.1 Hydropower

- Decisions regarding Quarterly Indexation/Adjustments for the period Oct-Dec 2024 were issued for the following projects:
- Laraib Energy Ltd. (Dec 10, 2024)
- Karot Hydropower HPP (Nov 19, 2024)
- Chianwali, Marala, and Pak Pattan Hydropower Projects (Nov 6, 2024)
- Malakand-III HPP (Dec 10, 2024)
- Annual Indexation for Jagran-I HPP (Sep 2024-Aug 2025) was issued on Nov 6, 2024.
- A tariff determination decision for the Gorkin Matiltan Hydropower Project (84 MW) was issued on Dec 11, 2024.

2.2 Distribution Tariff

- Decisions for Fuel Charges Adjustments were issued for XWDISCOs:
- August 2024 (Oct 24, 2024)
- September 2024 (Nov 6, 2024)
- October 2024 (Dec 6, 2024)
- Periodic tariff adjustments for Q1 FY 2024-25 were issued on Dec 5, 2024.
- A decision on the Winter Demand Initiative FY 24-25 for incremental consumption was issued on Dec 6, 2024.

2.3 K-Electric

- Decisions regarding Fuel Charges Adjustments for July, August, and September 2024 were issued on Oct 25, Nov 4, and Dec 2, respectively.
- A decision on the Winter Demand Initiative FY 24-25 for incremental consumption was issued on Dec 6, 2024.

3 Licensing Department

3.1 Generation Licenses

- Two generation licenses were granted to Nestle Pakistan Limited for thermal power plants of 12.50 MW and 21.70 MW located in District Khanewal and District Sheikhpura, Punjab.

3.2 Net-Metering Concurrences

- A total of 2,292 distributed generation net-metering concurrences (each exceeding 25 KW) were approved, with a cumulative capacity of 476.91 MW.

3.3 Licensee Proposed Modifications

- A modification was approved for Generation License No. WPGL/37/2017 of Western Energy (Private) Limited.

4 Consumer Affairs Department & Complaints Management

4.1 Complaints and Hearings

- A total of 4,619 complaints were received, with 3,316 resolved and 1,303 under process during Q4 2024.
- 1,507 hearings were conducted across online, head office, and regional offices.
- Out of 15,749 complaints received via the NEPRA ASAAN mobile app, 15,175 were resolved.

4.2 Court Cases

- Twelve complaints, cases, and writ petitions referred by various courts were processed and resolved.

4.3 Major Cases Processed

- Thirty major complaints were decided by Consumer Complaints Tribunals, with directions issued accordingly.
- The Authority's decision on tariff categorization for cold storages was communicated to DISCOs, K-Electric, and Electric Inspectors.

4.4 Other Highlights

- Directions were issued to GEPCO to provide credit for incorrectly charged detection bills and take action against delinquent officials based on an inquiry committee's findings.
- An online session was held with provincial energy departments, Electric Inspectors, and DISCOs to formulate an online portal for electrical wiring test reports.
- Show Cause Notices were issued to DISCOs and K-Electric regarding inflated electricity bills after rejecting their explanations.
- Meetings were held with SEPCO and HESCO CEOs to review performance and address issues related to excessive load shedding and performance parameters.

5. Registrar

The following Decisions / Licences were issued by the Registrar Office.

Sr. No.	Particular	No(s)
1	Distributed General Licences	2292
2	Determinations	2
3	Decisions	7
4	Tariff Adjustments (Monthly, Quarterly, Biannual, Annual)	173
5	No of Tariff Determinations/ Decisions notified in official gazette	178
6	LPM of GL	1

6 CTBCM Department

6.1 Engagement with International Organizations

- Collaborated with the World Bank, GIZ, and RELP to update the regulatory framework for DISCO privatization and enhance professional capacity.

6.2 Draft Regulations and Codes

- Published the draft NEPRA Performance Standards (Distribution Licensees) Regulations, 2024, and the draft Distribution Code for public feedback, with international consultant support.
- Held consultative sessions with DISCOs and K-Electric to finalize the Use of System Agreement and consultations with CPPA-G to finalize the Agency Code.

6.3 CTBCM Cell Activities

- Reviewed and processed regulatory submissions, including Connection Agreements, Market Participation Agreements, and Service Provider Agreements.
- Worked on the integration plan for K-Electric into CTBCM, the Final Test Run Report, and amendments to the Market Commercial Code.

7 Monitoring & Enforcement Department

7.1 Generation

- Show Cause Notices (SCNs) were issued to power plants for delayed synchronization with the grid post-blackout (23.01.2023); hearings are ongoing for various entities, including WAPDA.
- SCNs were issued to NTDC/NPCC and CPPA-G for non-activation of black start facilities.
- Fines of Rs. 50 million were imposed on CPGCL for irregular gas booster compressor acquisition.
- Performance Evaluation Report (PER) for FY 2023-24 was published on NEPRA's website.
- Reports and SCNs were presented on delays, outages, and operational lapses across various projects.

7.2 Transmission

- PERs for transmission licensees (FY 2023-24 and Q1 FY 2024-25) were prepared and uploaded after approval.
- Fines were imposed on NTDC for fatal accidents and non-compliance with directives.
- Voltage violation reports and tripping incidents were analyzed, with discrepancies communicated for correction.

7.3 Data Analysis via DXP

- A three-level supervision mechanism was introduced for compliance.
- Regular monitoring of tripping incidents and data discrepancies was conducted, with actionable feedback provided to licensees.

7.4 Distribution

- Legal proceedings were initiated against DISCOs for excessive load shedding, failure to ground HT/LT structures, and safety violations.
- KE was directed to carry out load shedding at the PMT level for fairer consumer practices, with pilot projects underway.
- Investigations into fatal accidents led to SCNs and fines for multiple DISCOs, including Rs. 200 million on IESCO for negligence.
- Legal proceedings and fines were imposed for persistent non-compliance with NEPRA directives and safety codes.

8 Technical Department

- During Q4 of FY 2024 the State of Industry Report- 2024 and Annual Report- 2024 were prepared and published for onward transmission to CCS & Federal Government.
- The comments on New Energy Vehicle Policy 2025-30 were provided for clarity. Moreover Processing of Distribution Investment Plan (DIP) of GEPCO, TESCO & QESCO were also provided.
- Motion for leave for review filed by M. Arif Bilvani & K-Electric on 7 Years Investment Plan of KE were processed and presented before the Authority.

9 Coordination & Implementation (C&I)

9.1 Regulatory Meetings & Hearings

- During the reporting period 107 Authority Regulatory Meetings were conducted and 25 Public Hearings / Hearing / Consultative Sessions were held..

10 Information Technology (IT)

- A comprehensive **ICT Infrastructure Vulnerability and Risk Assessment** and the development of cybersecurity policies are underway.
- The **Oracle ERP system** is being enhanced to automate taxation, earnings recording, and customized reporting, with work in progress.
- A tender has been issued for procuring **email and web hosting services** through a two-envelope bidding procedure.
- Version 1.0 of the **NEPRA Litigation/Appellate Tribunal Portal** has been demonstrated and is undergoing user testing.
- Data Exchange Portals for Generation, Transmission, and Distribution have been updated with a **three-tiered auto-email notification system**, supporting data compliance and operational efficiency.
- A total of **2,868 documents** related to decisions, tariffs, and tenders have been uploaded on the NEPRA website as part of its digital transformation.

11 Human Resource, Administration & Media

- Internship Opportunities: A three-month unpaid internship was offered to a fresh graduates to equip them with essential skills and professional knowledge.
- Training and Development: Employees participated in training sessions on competition assessment, digital infrastructure, and hosted probationary officers of the 52nd Common Training Program (CTP) for exposure to the energy sector.
- Digitalization of Personal Files: Employee personal files were fully digitalized and are updated daily for efficient HR management.
- Hajj Balloting: Two employees were selected through balloting for the holy pilgrimage (Hajj) during October-December 2024, with preparations for Hajj 2025 also initiated.
- Cabinet Division Correspondence: Letters from the Cabinet Division were promptly addressed after seeking departmental advice.
- Tender Management: Tenders for outsourced services and miscellaneous projects were successfully conducted, ensuring uninterrupted service delivery.
- Cricket Tournament 2024: A tournament was hosted on November 14, fostering teamwork among employees, with the Tariff Department emerging as champions.
- Annual Reports and Publications: The 2023-24 Annual Report and State of Industry Report 2024 were designed, printed, and distributed, along with the 2025 calendar.
- Media Department Achievements: Published 52 advertisements and issued 13 press releases, minimizing misreporting while processing payments of Rs. 3.07 million to newspapers.