



NEWSLETTER

3rd Quarter

July-September 2025

NATIONAL ELECTRIC POWER
REGULATORY AUTHORITY

CONTENTS

1. **Key Highlights**
2. **Tariff**
3. **Licensing**
4. **Consumer Affairs & Complaints Management**
5. **Registrar**
6. **Competitive Trading Bilateral Contract Market (CTBCM)**
7. **Monitoring & Enforcement (M&E)**
8. **Technical**
9. **Coordination & Implementation (C&I)**
10. **Information Technology (IT)**
11. **Human Resource, Administration & Media**

1. KEY HIGHLIGHTS 3rd QUARTER 2025

1.1 Tariff Department

- i. Decisions issued for various hydropower projects, including Karot, Malakand-III, Laraib, Mira, Chianwali, Marala, Pak Pattan and Star (Suki Kinari).
- ii. Decision issued on Fuel Charges Adjustments and periodic Adjustments for XWDISCOs were finalized.
- iii. Decision issued on Cold Storages and Consumer-end Tariff for K-Electric.

1.2 Licensing Department

- i. The generation license granted to Kundian Hydel Power (Private) Limited.
- ii. 2,302 net metering concurrences approved, adding 329.56 MW of capacity.
- iii. Decision issued on review motion filed by LESCO, MEPCO and GEPCO for distribution and supply licenses.

1.3 Consumer Affairs Department

- i. During Third Quarter of 2025, Consumer Affairs Department processed 7,046 consumer complaints and conducted 2,716 hearings. Over 52,350 complaints were redressed via the ASAAN app along with 468 major complaints were decided by Consumer Complaints Tribunals and 54 cases referred by Courts were disposed.
- ii. Imposed a fine of upon GEPCO on account of its failure to comply with the directions of the Authority.

1.4 CTBCM

- i. Decisions for the FTR, MCC, Agency Code for (CPPA-G), UoSA, MPA and SPA are in process.

1.5 M&E

- i. During Third Quarter of 2025, NEPRA took enforcement actions for grid failures, safety lapses, and performance issues, issuing SCNs, imposing fines, and holding hearings. Prepared PER for Operational Power Plants.

1.6 Technical

- i. The Distribution Investment Plans (DIPs) for Discos are being processed.

1.7 IT

- i. Implemented Raast-compliant features in its Oracle ERP system.
- ii. 3,448 regulatory documents uploaded to NEPRA's website.

1.8 Coordination

- i. 127 regulatory meetings and 56 public hearings were held.

1.9 HR & Admin

- i. The Admin/HR department conducted the Hajj balloting, maintained digital personnel files, and integrated facial recognition technology into the biometric system.

2. TARIFF DEPARTMENT

2.1 Hydropower

- i. Decisions were issued for annual; quarterly indexations and Withholding Tax Dividends for several hydropower projects, including Karot HPP, Malakand-III, Laraib Energy Ltd, Mira Power, Chianwali, Marala, Pak Pattan HPPs, and Star (Suki Kinari) HPP.

2.2 Distribution Tariff

- i. A decision was issued on 16 September 2025 regarding the review motions filed against NEPRA's determination dated 23 December, 2024 on tariff categories for cold storages. Furthermore, decisions were issued on the fuel charge adjustments (FCA) for May- July 2025.
- ii. A decision dated 7 August, 2025 was also issued concerning the requests submitted by XWDISCOs for the periodic tariff adjustment for the fourth quarter of FY 2024-25. In addition, a decision was issued on 1 July, 2025 on the motion filed by the Federal Government on the consumer-end tariff.

2.3 K-Electric

- i. Decision on the review motions filed against NEPRA's determination dated 23.12.2024 regarding tariff categories for cold storages, issued on 16.09.2025.
- ii. Decision issued on 01.07.2025, regarding Motion filed by the Federal Government on the Consumer-end-Tariff.

2.4 Renewable Energy

- i. The Tariff Department issued decisions for 56 **Independent Power Producers (IPPs)** from July-September 2025, processing tariff adjustments for Wind, Solar, Bagasse, and Hydro projects in accordance with the Authority's approved indexation rules for US CPI, Local CPI, Exchange Rates, and KIBOR/SOFR changes.

3. LICENSING DEPARTMENT

3.1 Generation Licence(s)/Concurrence(s)

- i. The Generation license was granted to Kundian Hydel Power (Private) Limited for Hydel power plants of 5.0 MW located at Chashma, District Mianwali in the province of Punjab.

3.2 Net-Metering

- i. NEPRA granted 2,302 net metering concurrences (for installations exceeding 25 kW), totaling a cumulative capacity of 329.56 MW, during the Third Quarter of 2025.

3.3 Review Motion

- i. Decision issued on the review motions filed by LESCO for both Distribution and Supply Licenses, and by MEPCO and GEPCO for Distribution Licenses only.

4. CONSUMER AFFAIRS DEPARTMENT & COMPLAINTS MANAGEMENT

4.1 Complaints and Hearings

- i. A total of 7,046 complaints were received, with 5,068 resolved and 1,978 under process.
- ii. 2,716 hearings were conducted across online, head office, and regional offices.
- iii. Out of 52,518 complaints received through the NEPRAASSAN Approach mobile application, 52,350 have been redressed/resolved.

4.2 Court Cases

- i. Fifty Four (54) complaints, cases, and writ petitions referred by various courts were processed and resolved.

4.3 Major Cases processed/ decided:

- i. 468 major complaints were decided by Consumer Complaints Tribunals, with directions issued accordingly.

4.4 Other Highlights:

- i. The Authority issued a fine to GEPCO for failing to revise detection bills in accordance with the Consumer Service Manual (CSM).
- ii. The Authority's decision on tariff categorization for cold storages was communicated to DISCOs, K-Electric, Electric Inspectors, and other stakeholders.

5. REGISTRAR

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

Sr. No.	Particular	No(s)
1	Generation License	01
2	Distributed Generation Concurrence	01
3	Licensee Proposed Modification (LPMs)	01
4	Tariff Determinations/Decisions	14
5	Tariff Adjustments (Monthly, Quarterly, Biannual, Annual)	237
6	No of Tariff Determinations/ Decisions notified in official gazette	265

6. CTBCM Department

- i. The Final Test Run (FTR) and Market Commercial Code (MCC) submitted by the Market Operator as foundational documents for market readiness and commercial operations remained under regulatory review. The Agency Code submitted by CPPA-G, governing its agency role for administering legacy power purchase contracts executed before CMOD, also remained at the approval stage, and the UoSA template all remained under the approval stage.
- ii. The Market Participation Agreement (MPA) and Service Provider Agreement (SPA) templates progressed to the decision phase.
- iii. In addition to regulatory development, the CTBCM team remained actively engaged with international development partners, including RELP and GIZ, to support renewable energy integration and contribute to the review of the draft Distribution Code and draft Connection Agreements for both BPC and DISCOs.
- iv. The Authority expects to finalize decisions on the FTR, MCC, Agency Code, UoSA, MPA, and SPA by the Fourth quarter of Calendar year 2025, supporting progress toward operationalizing the competitive wholesale electricity market.

7. MONITORING & ENFORCEMENT DEPARTMENT

7.1 Generation

- i. The Authority fined NGC and CPPA-G for operational delays and black start activation, orders, and letters are in process.
- ii. Hearings for SCNs to NGC, Orient, Saif, and Lalpir (power system collapse 23.01.2023) have been held.
- iii. ACOR on the CPHGCL unit transformer damage has been prepared and circulated internally; the case will be submitted to the Authority after feedback.
- iv. Daily analysis of ISMO and KE generation data and power position reports conducted.
- v. A comprehensive Performance Evaluation Report of Operational Power Plants for the FY 2024-25 was prepared.
- vi. KE was imposed a fine for the 23.01.2023 power system failure, with directives to enhance system reliability, grid interconnection, and island mode operations.
- vii. Responses to the show Cause issued to QATPL, HSR, and Lucky on account of the total power system failure on 23.01.2023 were accepted by the Authority. Orders and letters are in process.
- viii. The hearings of Saba Power and Port Qasim were held.
- ix. The Rule 5(1) of NEPRA PSGR, 2009, for KE was presented, and the decision was conveyed. In addition, Foundation Power was directed to activate its black start facility; a reminder was issued, which responded that a tentative project timeline will be prepared after receiving the revised GE study; a letter was issued to submit this timeline for activating its black start facility.
- x. On 24 July 2025, CPPA-G was requested to recover a fine for excess capacity payments to CPGCL's TPS Guddu units
- xi. Monitored hourly generation for K-Electric and NTDC, ensured daily KPI submissions from ~150 power plants on the NEPRA Portal, and collaborated with stakeholders to develop a nationwide integrated energy plan.
- xii. Conducted capacity-building sessions on the Balmoral energy modeling software to support the review of short-term and long-term dispatch planning scenarios under the Danish Energy Transition Initiative (DETI), and prepared a comprehensive monthly report consolidating all critical sector-related information.

7.2 Transmission

- i. Under Rule 9 of the PSTR 2005, data was analyzed, and the FY 2024-25 Performance Evaluation Report for Transmission Licensees was prepared and shared with HODs for comments. An explanation was issued to NGC for non-submission of the P44:2018 violation report, and the Authority later accepted NGC's response and closed the case. A detailed Investigation Report under Section 27A of the NEPRA Act regarding P44:2018 violations by NGC was also presented, followed by issuance of a Show Cause Notice. Monthly NGC reports for the FCA hearings of XWDISCOs (JuneAugust 2025) were likewise prepared.
- ii. The issuance of a Show Cause Notice to NGC on August 11, 2025. NGC submitted a response along with a request for a hearing, and the matter is currently under review. An Explanation

issued to NGC was also presented in August 2025, after which the Authority decided to issue a Show Cause Notice and the notice and order were drafted in September 2025.

- iii. NGC's JuneAugust 2025 system-constraint reports were reviewed, discrepancies were observed, and corrected versions were incorporated into the FY 2024-25 PER and 2025 reports. NGC was also directed on July 29, 2025, to submit pending inquiry reports and updated, evidence-backed implementation status for tower-collapse incidents.
- iv. Monitoring progress of KE's under-construction KKI and Dhabeji grid stations, transmission lines, and KKINGC and DhabejiNGC interconnections.
- v. Progress on the under-construction KE 500 kV KKI grid station, the associated 220 kV/500 kV transmission lines, and related interconnections continued to be monitored. The Authority also directed the expeditious installation of RTU and AGC for SCADA-III, and instructions were accordingly conveyed to NGC and the IPPs. In addition, tripping reports submitted through the Data Exchange Portal for JulySeptember 2025; including incidents within NGC, DISCO, GEPCO, LESCO networks, and nuclear evacuation lines, were reviewed.
- vi. NEPRA Professional reviewed the KotAddu tariff petition, the COR on NGC's SCN, NE Plan 202327 indicators, CERT matters, KE's transmission license (LPM), and the draft Grid Connectivity Regulations 2025. Continuous monitoring of data submissions on the NEPRA DXP ensured timely reporting, with follow-ups issued for corrections where required. Meetings were held on SCADA-III progress on July 18, 2025, and four hearings took place on August 20, 2025, regarding Show Cause Notices and review proceedings. Updates were also sought from NGC on cross-border transmission lines (CASA-1000 and IranGwadar) and on the cost-benefit analysis relating to delayed commissioning of the 500 kV K2 to K3 line.

7.3 Distribution:

- i. NEPRA initiated legal action against HESCO, SEPCO, QESCO, PESCO, and KE for excessive load shedding based on AT&C losses, imposing fines on recovery initiated against four DISCOs, while KE challenged it in the Appellate Tribunal. Despite NEPRA's directions, DISCOs continued load shedding based on AT&C losses, leading to the issuance of Show Cause Notices to PESCO, HESCO, SEPCO and QESCO.
- ii. Legal action and imposed fine on XW-DISCOs for incomplete HT/LT pole earthing, with progress monitored (except SEPCO); IESCO, MEPCO, and FESCO submitted completion certificates. KE's AMI/AMR load-shedding pilot failed, and a Show Cause Notice was issued. Monthly data collection continues, and the JulySeptember 2025 quarterly report is in progress.
- iii. IESCO's AMI/AMR project is acknowledged with monthly reporting required. HESCO, SEPCO, and QESCO were imposed a fines for not establishing Safety Directorates, with QESCO filing a review. IESCO was imposed a fine for a minor's electrocution, with compensation and treatment ongoing.
- iv. CEO HESCO and CEO QESCO were absent from the 17 May 2024 hearing; HESCO's final decision was issued on 25 September 2025, while QESCO's is pending. Show Cause Notices for FY 2022-23 fatalities were issued to all DISCOs, fines imposed, TESCO exonerated,

FESCO and LESCO reviews rejected, and PESCO's petition pending.

v. IESCO was served a Show Cause Notice for continued non-compliance with its directives in the BTPL case, with its response still pending. M&E conducts quarterly monitoring of investment performance, and reports for MEPCO, GEPCO, TESCO, and HESCO have been submitted.

8. TECHNICAL DEPARTMENT

i. The Distribution Investment Plans (DIPs) of TESCO, GEPCO, QESCO, MEPCO, and HAZECO are under detailed review, to ensure compliance with NEPRA regulations and operational standards. Each plan is being evaluated for proposed capital expenditures, network reinforcement, modernization initiatives, and integration of smart grid technologies. Project timelines, cost-benefit analyses, and risk assessments are examined to ensure feasibility and efficiency. The review aims to optimize resource allocation, enhance distribution system reliability, and improve overall operational performance and service quality.

9. COORDINATION & IMPLEMENTATION (C&I)

i. During the reporting period, a total of 127 Authority Regulatory Meetings were conducted. Additionally, 5 6 Public Hearings and Consultative Sessions were also held. These engagements ensured effective regulatory oversight and provided structured platforms for stakeholder participation.

10. INFORMATION TECHNOLOGY (IT)

i. NEPRA signed a MoU with SECP under the PRMI Project to integrate SECP's e-Services Portal with NEPRA's e-Licensing Portal, enhancing data sharing and digital efficiency. Additionally, under the Prime Minister's directive to digitalize G2P and P2G payments for a cashless Pakistan, NEPRA successfully implemented Raast-compliant features within its Oracle ERP system.

ii. NEPRA continues to prioritize cybersecurity across the power sector, ensuring that all licensees adhere to NCERT advisories and directives to protect critical energy infrastructure and digital assets. In addition, 3,448 documents, including licenses, tariff decisions, SROs, consumer affairs records, and related publications, were uploaded to NEPRA's website, demonstrating the Authority's commitment to transparency.

11. HUMAN RESOURCE, ADMINISTRATION & MEDIA

- i. From July to September 2025, NEPRA's HR Department filled vacancies for legal advisors and other staff. Internships continued for local and foreign students, the Training & Development unit became operational, and NEPRA hosted a DETI delegation, nominating two professionals for the 2025 Technical Study Tour to Denmark.
- ii. HR conducted Hajj balloting for two employees, upgraded HR software with ORACLE-integrated digital files, implemented facial recognition for attendance, and digitized all employee files. The Media Department actively published advertisements in accordance with PID protocols, issued press releases, and strengthened public communication and outreach efforts.