



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.04/1080-2025
March 12, 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 MR. QAZI ASIF
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING**
Complaint No. KElectric-KHI-32870-12-23

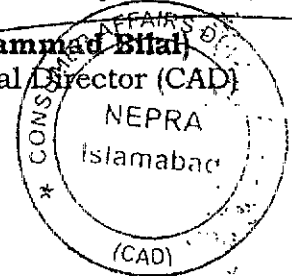
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated March 12, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relations Officer,
K-Electric Limited 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. Qazi Asif,
House No 70, Sector 5-E, Orangi Town Karachi.
Contact# 03002402063, 02136654800
qasif0023@gmail.com

(Muhammad Bilal)
Additional Director (CAD)





**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. KElectric-KHI-32870-12-23

Qazi Asif,

House No 70, Sector 5-E, Orangi Town Karachi.
Contact# 03002402063, 02136654800
qasif0023@gmail.com

.....Complainant

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

.....Respondent

Date of Hearing(s): 1) March 19, 2024
2) July 04, 2024

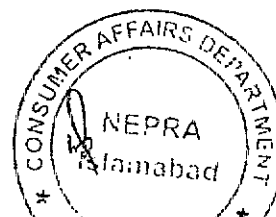
On behalf of:
Complainant: Qazi Asif

Respondent: 1) Mr. Anas Lakhani (K-Electric Limited)
2) Mr. Muhammad Bilal (K-Electric Limited)
3) Mr. Imamuddin (K-Electric Limited)

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

This decision shall dispose of the Complaint filed by Qazi Asif, House No 70, Sector 5-E, Orangi 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 has been conducting frequent and prolonged load shedding in Sector 5-E, Orangi Town Karachi and requested that KE be directed to resolve the matter. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that electricity to the Complainant's area is supplied from "Zia Ul Haq Colony" Feeder which falls in "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 again approached NEPRA and raised observations over the report of KE.

3. In order to proceed further into the matter, hearings were held at NEPRA Regional office, Karachi which were attended by both; the Complainant and representative of KE. Subsequently, KE was directed to submit details of aggregate technical and commercial loss (ATC) data of all PMTs on the feeder. In response, KE vide submitted the required information. Accordingly a joint site inspection was also conducted in presence of both the parties, wherein it has been observed that the Complainant's street was found connected to Zia Ul Haq feeder high loss, whereas adjacent streets found connected to Hilal-e-Ahmar feeder which is medium loss feeder.

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 Sector 5-E, Orangi Town Karachi.
- (ii) K-Electric is of the view that the Complainant is supplied electricity from "Zia Ul Haq Colony" feeder which falls in high loss category on the basis of Aggregate Technical and Commercial Losses (ATC) and load shedding has been carried out based on the gravity of the losses irrespective of the area or the class of people being fed from particular feeder/PMT.
- (iii) The Complainant is of the view that his street has been facing load shedding as it is supplied from Zia Ul Haq Colony feeder (HL) category whereas the adjacent street is connected to Hilal e Ahmer feeder (ML) category. Moreover the same was also verified during the joint site inspection conducted in presence of both the parties.

5. Section 23F(2)(b) of the NEPRA Act, 1997 (to be read with successive amendments) stipulates that all licensees shall be responsible to 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. Additionally, NEPRA Licensing (Electric Power Supplier) Regulations, 2022 imposes an obligation on electric power supplier/licensee to provide safe, secure, reliable and efficient electric power supply on a non-


discriminatory basis to all persons who meet the consumer eligibility criteria. Moreover, Article 2 of the Supplier License expressly mandates that the K-Electric/Licensee shall comply with the Applicable Law (i.e. NEPRA Act and Applicable Documents) and shall be obligated to comply with the NEPRA Licensing (Electric Power Supplier) Regulations, 2022. Moreover, the Authority has declared the load shedding illegal and has already imposed penalty upon K-Electric.

6. 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 10 hours of power-cut. The electricity is a fundamental right as guaranteed by the Constitution of Islamic Republic of Pakistan, 1973 which is also held by the Honourable Supreme Court of Pakistan in its reported Judgement of Alleged Corruption in Rental Power Plants etc, Human Rights Case (2012 SCMR 773).

7. Foregoing in view, it is established that the same area is facing two different load shedding hours which promote theft of electricity. Therefore, K-Electric is directed to remove this discrimination in the said area and take appropriate measures to supply uninterrupted electric power supply in the area of the Complainant. A report regarding the matter be submitted within thirty (30) days, positively.


(Lashkar Khan Qambrani)

Member, Complaint Resolution Committee/
Director (CAD)


(Muhammad Irfan Ul Haq)

Member, Complaint Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Hah Shaikh)

Convener, Complaint Resolution Committee/
Director General (CAD)

Islamabad, March 12, 2025

