



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.04/1690-2025
May 5, 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 M/s WAQF MUHAMMAD MEHAR ELAHI THROUGH MR. TANVEER AHMED BARRY, VICE PRESIDENT, KARACHI CHAMBER OF COMMERCE & INDUSTRY (KCCI) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING (CONSUMER NO. AM-076322).**
KElectric-KHI-33313-01-24

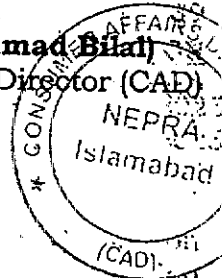
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 05, 2025 regarding the subject matter, for necessary action and compliance.

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. M/s WAQF Muhammad Mehar Elahi through
Mr. Tanveer Ahmed Barry, Vice President, KCCI,
Karachi Chamber of Commerce & Industry,
Aiwan-e-Tijarat Road, Off: Shahrah-e-Liaquat, Karachi,
Contact# 02199218001-09

(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. KElectric-KHI-33313-01-24

**M/s WAQF Muhammad Mehar Elahi through
Mr. Tanveer Ahmed Barry, Vice President, KCCI,
Karachi Chamber of Commerce & Industry,
Aiwan-e-Tijarat Road, Off: Shahrah-e-Liaquat, Karachi,
Contact# 02199218001-09**

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): February 07, 2024

On behalf of:

Complainant:

- 1) Mr. Sikandar Ali
- 2) Mr. Muhammad Ali
- 3) Mr. Babar

Respondent:

- 1) Mr. Mohammad Saleh (K-Electric Limited)
- 2) Mr. Ashraf (K-Electric Limited)
- 3) Mr. Anas Lakhani (K-Electric Limited)
- 4) Mr. Yasir Alam (K-Electric Limited)

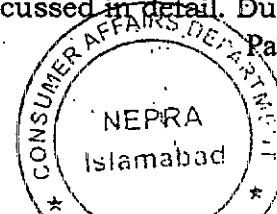
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY M/s WAQF MUHAMMAD MEHAR ELAHI THROUGH MR. TANVEER AHMED BARRY, VICE PRESIDENT, KARACHI CHAMBER OF COMMERCE & INDUSTRY (KCCI) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING (CONSUMER NO. AM-076322)

This decision shall dispose of the Complaint filed by Mr. Tanveer Ahmed Barry, Karachi Chamber of Commerce & Industry, Aiwan-e-Tijarat Road, Off: Shahrah-e-Liaquat, Karachi, on behalf of M/s WAQF Muhammad Mehar Ali (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 excessive load shedding and requested NEPRA to direct KE to switch the supply of the Complainant to load shed exempted feeder. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that electricity to the complainant's area is supplied from "HARMON MOHATA" Feeder which falls in "Medium Loss" category based on its Aggregate Technical and Commercial Losses. 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. KE added that KE's load shed policy is in line with current National Power Policy. 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, a hearing was held at NEPRA office Karachi on February 07, 2024 which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. During the

CRC Decision in Complaint No. KElectric-KHI-33313-01-24



hearing, the Complainant informed that the premises is supplied from dedicated PMT. The representative of KE informed that about 3 PMTs are connected on the respective feeder, i.e. Harmon Mohata Feeder, whereas the Complainant's PMT falls in low loss category and significant cost will incur to shift the Complainant's PMT to nearby low 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 KE on Complainant premises supplied through a dedicated PMT.
- (ii) KE is of the view that the Complainant's premises is supplied from "HARMON MOHATA" Feeder which falls in "Medium Loss" category based on its Aggregate Technical and Commercial Losses and 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.
- (iii) Rule 4(f) of NEPRA Performance Standards (Distribution) Rules, 2005 envisages the priorities and principles of load shedding, however, KE has violated the prescribed standard given in said Rules while conducting load shedding.
- (iv) 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 impose an obligation on electric power supplier/ licensee to provide safe, secured, 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.

5. The Authority has declared the AT&C based load shedding as illegal and has already imposed penalty on K-Electric. However, K-Electric has filed an appeal against the decision of NEPRA before the Appellate Tribunal. In view of the above, no further directions can be issued in the instant matter until the finalization of the aforementioned appeal. However, K-Electric is strictly advised to adhere relevant provisions of CSM and other enabling rules & regulations and ensure proper maintenance of its distribution network to prevent unwarranted disruptions and to promptly restore supply in case of unscheduled outages.

(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)

Islamabad, May 05, 2025

