



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office,

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

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

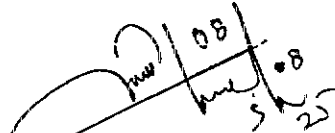
TCD.09/3271-2025
August 8, 2025

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. FARAZ
HASEEB, CHAIRMAN, TMC, LIAQUATABAD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED
REGARDING LOAD SHEDDING.**
KElectric-KHI-48838-01-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 08, 2025, regarding the subject matter for necessary action.

Encl: As above


(Syed Ibad Ali Shah)
Dy. Director (CAD)

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. Mr. Faraz Haseeb, Chairman, TMC, Liaquatabad
Office of the Chairman, Town, Municipal Corporation,
Liaquatabad, Shahrah-e-Ibn-e-Sina, Nazimabad No. 2,
Karachi.
021-99260388



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

Complaint No. KElectric-KHI-48838-01-25

Mr. Faraz Haseeb, Chairman, TMC, LiaquatabadComplainant
Office of the Chairman, Town, Municipal Corporation,
Liaquatabad, Shahrah-e-Ibn-e-Sina, Nazimabad No. 2,
Karachi.
Contact No: 02199260388

Versus

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

Date of Hearing(s): April 15, 2025
May 15, 2025
July 15, 2025
August 01, 2025

On behalf of:

Complainant:

- 1) Mr. Faraz Haseeb, Chairman, TMC, Liaquatabad
- 2) Mr. Barrister Jinsar Ali (K-Electric Limited)
- 3) Mr. Imran Shahid

Respondent:

- 1) Mr. Imran Shahid (K-Electric Limited)
- 2) Mr. Anas Lakhani (K-Electric Limited)
- 3) Mr. Asif Shajer Ahmed (K-Electric Limited)
- 4) Mr. Imran Zakir (K-Electric Limited)
- 5) Mr. Asad Khursheed (K-Electric Limited)
- 6) Mr. Muhammad Maal (K-Electric Limited)
- 7) Mr. Abdul Basit Khan (K-Electric Limited)
- 8) Mr. Wajid Ali (K-Electric Limited)

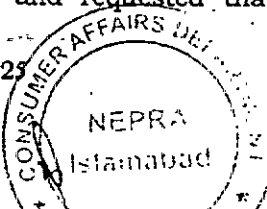
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FARAZ HASEEB, CHAIRMAN, TMC, LIAQUATABAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING

This decision shall dispose of the Complaint filed by Mr. Faraz Haseeb, Chairmen, TMC, Liaquatabad , Office of the Chairman, Town, Municipal Corporation, Liaquatabad, Shahrah-e-Ibn-e-Sina, Nazimabad No. 2, Karachi.(hereinafter referred to as the "Complainant" or "Petitioner") against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE" or "Licensee"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has been conducting frequent and prolonged load shedding in all areas of Liaquatabad, Karachi and requested that KE be directed to resolve the matter.

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The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the Complainant's area 'Liaquatabad' is supplied by thirty feeders which fall in following categories based on details of Aggregate Technical & Commercial Loss (AT&C):

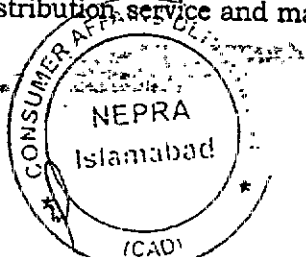
Feeder Category	No of Feeders
Low Loss	2
Medium Loss	8
High Loss	10
Very High Loss	10

KE added that load shed 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 further submitted that KE's load shed policy is in line with the current National Power Policy.

3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office, Karachi on April 15, 2025 which was only attended by the representative of KE. Accordingly, another hearing in the matter was held on May 15, 2025 which was attended by both the parties i.e. the Complainant and representatives of KE. Subsequently, KE was directed to submit details of aggregate technical and commercial loss (AT&C) data of all PMTs on the Nairing Cinema Old Sirajuddin Feeder. In response, KE vide letter dated June 16, 2025 submitted the required information. In order to finalize the matter, a hearing was held on July 15, 2025 which was only attended by the representative of KE wherein the Complainant did not attend the hearing. Meanwhile, the Complainant alongwith other Petitioners filed petition before Honorable High Court of Sindh at Karachi vide CP No. 3088 of 2025. The Honorable Court vide its order dated July 25, 2025 inter-alia directed NEPRA to decide the complaint expeditiously. Accordingly, another hearing was held on August 1, 2025 which was attended by both the parties i.e. the Complainant and representatives of KE. During the hearing, KE reiterated its earlier stance and the Complainant argued that KE is carrying out illegal load shedding against NEPRA Act and other applicable documents.

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 in the area of Liaquatabad, Karachi.
- ii. The load shedding being carried out by KE is neither due to generation constraints nor transmission/ distribution constraints rather KE is carrying out load shedding on AT&C basis. K-Electric is of the view that the area of Liaquatabad has been supplied through 30 feeders falling in different categories of load shedding based on Aggregate Technical & Commercial Loss (AT&C). According to KE, load shedding is being carried out as per National Power Policy. However, there is no force in the argument of KE as the National Power Policy directs for progressive elimination of load shedding in all areas, including rural areas, for consumers who pay their electricity bills, in accordance with the legal framework of the country. KE has failed to reduce load shedding in that area.
- iii. The Complainant is of the view that KE has been conducting load shedding in violation of NEPRA rules & regulations.
- iv. Pursuant to Section 21(2)(b) of the NEPRA Act, the Licensee is responsible to provide distribution service and 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.

- v. Pursuant to Section 21(2)(f) of the NEPRA Act; the Licensee is required to follow the performance standards laid down by the Authority for distribution and transmission of electric power, including safety. Furthermore, Rule 4(f) of NEPRA Performance Standards (Distribution) Rules, 2005, states that:

- a. A distribution company shall have plans and schedules available to shed up to 30% of its connected load at any time upon instruction from NTDC/System Operator. This 30% load must be made up from separate blocks of switchable load, which can be disconnected in turn at the instruction from NTDC/System Operator. A distribution company shall provide copies of these plans to NTDC/System Operator.
- b. Wherever possible NTDC/System Operator shall give distribution companies advance warning of impending need for load shedding to maintain system voltage and/or frequency in accordance with the Grid Code.
- c. As per the provisions of the Grid Code, NTDC/System Operator shall maintain an overview and as required instruct each distribution company the quantum of load to be disconnected and the time of such disconnection. This instruction shall be given in clear, unambiguous terms and related to prepared plans.
- d. When instructed by NTDC/System Operator, the distribution companies shall shed the load in the following order, namely:
 - (i) Supply to consumers in rural areas; and residential consumers in urban areas where separate feeders exist.
 - (ii) Supply to consumers, other than industrial, in urban areas.
 - (iii) Supply to agriculture consumers where there is a dedicated power supply.
 - (iv) Supply to industrial consumers.
 - (v) Supply to schools and hospitals.
 - (vi) Supply to defense and strategic installations.

- vi. 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.

- vii. A distribution company shall prepare schedules of load disconnection, which demonstrate this priority order and which rotate load disconnections within the above groups in a non-discriminatory manner. The principle of proportionality shall be kept in mind so as not to excessively burden a particular consumer class.

5. 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


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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 long 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 Honorable Supreme Court of Pakistan in its reported Judgment of Alleged Corruption in Rental Power Plants etc., Human Rights Case (2012 SCMR 773).

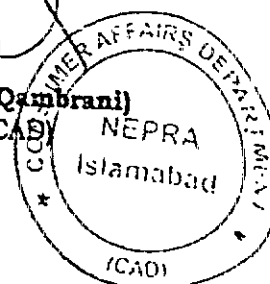
6. The Authority has imposed a penalty of Rs. 50 Million upon KE for carrying out load shedding in violation of provisions of the NEPRA Act and other enabling Rules & Regulations. However, KE has challenged the same before Appellate Tribunal (NEPRA) whereby the Tribunal has issued restraining orders against the decision of NEPRA.

7. Foregoing in view, KE is hereby directed to upgrade the distribution system in the area of the Complainant and ensure installation of ABC cables, AMR meters and take all other measures to curtail theft of electricity to ensure provision of uninterrupted electric power supply to the Complainant(s) without load shedding.


(Syed Taqi Abedi)
Additional Director (CAD)


(Abid Hussain)
Advisor


(Lashkar Khan Qambrani)
Director (CAD)



Islamabad, August 8, 2025