



National Electric Power Regulatory Authority  
ISLAMIC REPUBLIC OF PAKISTAN  
Consumer Affairs Department, NEPRA TOWER  
Ataturk Avenue (East) Sector G-5/1, Islamabad.  
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

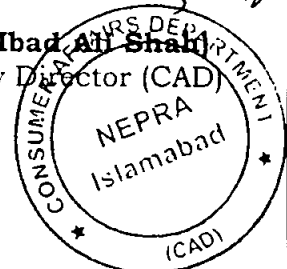
TCD.09/3021-2023  
July 24, 2023

Qazi Wasif,  
Plot No. Old-70 New-590, Sector 5-E, Orangi Town, Karachi,  
Contact# 03002402063

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY QAZI WASIF 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-14642-08-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 24, 2023 regarding the subject matter for your information please.

Encl: As above

*(Signature)*  
(Syed Ibad Ali Shah)  
Deputy Director (CAD)  


**Copy to:**

1. Chief Executive Officer,  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II, Defence Housing Authority,  
Karachi
2. Mr. Imran Hussain Qureshi,  
Chief Regulatory Affairs & Government Relation Officer,  
KE Office, 56 A, Street No. 88 G-6/3, Islamabad
3. Mr. Abid Hussain, Advisor,  
Provincial Office Consumer Affairs, Office # 101,  
1st Floor, Balad Trade Centre, Aalamgir Road,  
B.M.C.H.S., Bahadurabad,  
Karachi



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

Complaint No. KElectric-KHI-14642-08-22

**Qazi Wasif**

Plot No. Old-70 New-590, Sector 5-II, Orangi Town, Karachi,  
Contact# 03002402063

**Complainant**

**Versus**

**K-Electric Limited (KE)**

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

**Respondent**

**Date of Hearing(s):** 1) October 06, 2022  
2) January 25, 2023  
3) March 21, 2023

**On behalf of:**

**Complainant:** Qazi Wasif

**Respondent:**

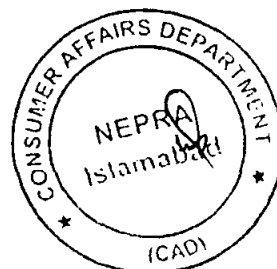
- 1) Mr. Asif Shajer (GM, Regulations)
- 2) Mr. Muhammad Anas (Assistant Manager Regulations)
- 3) Mr. Afnan (Manager)
- 4) Mr. Imamuddin (Assistant Manager)

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QAZI WASIF 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 Wasif (hereinafter referred to as "the Complainant") against K-Electric Pvt Ltd (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. NEPRA received the above complaint whereby the Complainant informed that residents of Orangi Town including the Complainant are facing extreme loadshedding, therefore, the complainant requested that the electricity supply of complainant's area may be shifted from Pak Medico Substation to Hilal-e-Ahmer feeder to relieve the residents of Orangi Town.

3. The matter was taken-up with KE for submission of parawise comments/report. In response, KE vide letter dated September 12, 2022 submitted that supply to the Complainant's area is being fed through Zia-ul-Haq Colony feeder (Pak Medico Substation) which is categorized as Medium Loss feeder. KE added that Immad Jameel PMT's (Hilal-e-Ahmer feeder) had peak loading of 85% and 88% in May 2022 and June 2022 respectively, therefore shifting of supply from Pak Medico Substation (Zia-ul-Haq Colony feeder) to the Immad Jameel PMT is not technically feasible.




4. In order to further deliberate upon the issue, hearings were held at NEPRA Regional office, Karachi, which were attended by both the parties. During the hearing, the case was discussed at length. Scrutiny of record, arguments advanced during the hearing and facts observed during joint site inspection conducted on April 13, 2023 by NEPRA in presence of both the parties revealed that shifting the supply of connection of the Complainant to the Hilal-e-Ahmer feeder is not technically feasible as this would result in its overloading.

4. Foregoing in view, further proceedings in the matter are being closed by this office.



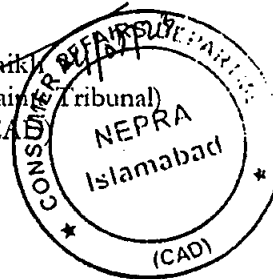
Lashkar Khan Qambrani  
Member (Consumer Complaints Tribunal)  
Director (CAD)

 24/7/23

Moqem Ul Hassan  
Member (Consumer Complaints Tribunal)  
Assistant Legal Advisor (CAD)



Naveed Illahi Shaikh  
Convener (Consumer Complaints Tribunal)  
Director General (CAD)



Islamabad, July 24, 2023