

**Issues of Public Hearing**  
**Regarding Application(s) of K-Electric Limited for the Grant**  
**of Distribution and Supply Licence(s)**

- (1). The Eligibility Criteria Distribution and Supplier Rules, 2023 (the “Rules”) for the grant of Distribution and Supply Licence(s) have been notified after the submission of application(s). Whether KEL fulfills the eligibility criteria under the relevant Rules?
- (2). What has been the performance/efficiency of the KEL in terms of KPI(s) prescribed in the relevant Performance Standards to justify grant of Distribution and Supply Licence(s)?
- (3). Has KEL achieved the goals of privatization as per the original spirit upon which it was privatized? what is the difference particularly with respect to customer satisfaction in pre & post privatization of KEL?
- (4). How much IT infrastructure have been deployed during the previous term of Licence for service delivery to the consumers? what are future plans of KEL to modernize its distribution infrastructure and to improve its service delivery?
- (5). What efforts has KEL has made to minimize its environmental impact, reduce emissions, and promote sustainable practices? are there any initiatives to encourage energy conservation and efficient consumption among consumers?
- (6). What strategies have KEL adopted to enhance the reliability of its power supply and reduce instances of interruptions and load shedding? how does it plan to mitigate the impact of extreme weather conditions on its distribution network?
- (7). How KEL is ensuring the resilience of its distribution grid against natural disasters and cyber threats? are there cyber security measures in place to protect the distribution network and consumer data?
- (8). What training and development programs are in place to enhance the skills and capacity building of workforce of KEL? how does KEL ensure that its employees are well-equipped to handle the technical challenges?

- (9). What procedures does KEL follow for regular maintenance, inspection, and upgrading of its distribution infrastructure to reduce the corrective and emergency maintenances?
- (10). How does KEL communicate with consumers about planned maintenance, outages, schemes and developments etc? are there any efforts to raise public awareness about energy conservation, safety and emergency response?
- (11). What is total load demand of KEL? How the said demand is being managed? how does KEL plan to accommodate the growing energy demand in its area?
- (12). What is total length (km) and capacity (MVA) of HT/LT network of KEL, no. of consumers served and their mix, annual energy sales for last five (05) years, percentage of T&D losses and recovery percentage?
- (13). What is the safety management system in KEL particularly with respect to operation of distribution system? whether any HSE department has been established or otherwise?; can KEL justify that it is providing safe, reliable and uninterrupted power supply to its consumers.
- (14). There are complaints against KEL pertaining to breakdowns, safety, over and unjustified billing, load shedding and higher electricity tariffs, etc. what efforts/measures/steps have been taken to mitigate such issues?
- (15). What steps is KEL taking to integrate renewable energy sources into its energy mix to reduce its basket price? what are plans for increasing the share of RE to ensure affordable and sustainable energy mix?
- (16). What is the arrangement of KEL the NTDC regarding purchase of power and what is its future demand from NTDC?
- (17). What is policy of the KEL regarding electrification of housing colonies/schemes, industrial estates and plazas etc.? should the said entities be allowed electrification at their own cost or KEL will be willing to electrify at its own?