



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.04/1561-2025
April 24, 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 SOHAIL WEAVING INDUSTRIES UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING REINSTALLATION OF PMT**

Complaint No. **KElectric-NHQ-43548-09-24**

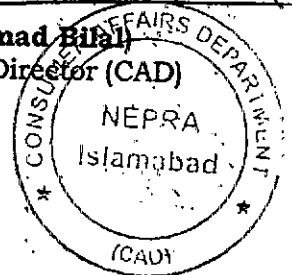
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 24, 2025 regarding the subject matter for compliance and submission of report within twenty (20) days.

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. M/s Sohail Weaving Industries,
CC-253-254, Gabol Town, North Karachi.
Cell: 0321-8297401

(Muhammad Bilal)
Additional Director (CAD)



Note: In case of any complaint, the consumers are advised to approach their respective distribution company in the first instance. In case of non-redressal of their grievances, the Consumers can file online complaint on NEPRA's website at following address:

<https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>



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

Complaint No. KElectric-KHI-43548-09-2024

M/S Sohail Weaving Industries
CC-253-254, Gobar Town, North, Karachi.
Ph: 03218297401

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s):

January 16, 2025
February 06, 2025
March 12, 2025

**On behalf of:
Complainant:**

M/S Sohail Weaving Industries

Respondent:

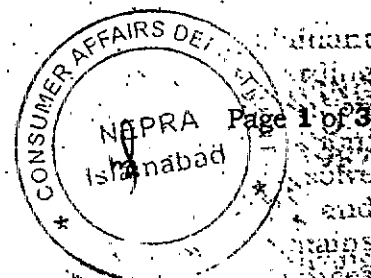
- 1) Muhammad Faisal (K-Electric Limited)
- 2) Shabbir (K-Electric Limited)
- 3) Imran Zakir (K-Electric Limited)
- 4) Amir (K-Electric Limited)
- 5) Sohail (K-Electric Limited)

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This decision shall dispose of the Complaint filed by M/S Sohail Weaving Industries, CC-253-254, Gobar Town, North, 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 Complainant i.e. 'M/s Sohail Weaving Industries' has requested for immediate intervention regarding the reinstallation of two PMT(s) that were removed by K-Electric following a fire incident on April 12, 2023. The removal of PMT(s) occurred without prior notice or coordination, severely disrupting the company's operations. Despite several formal attempts to resolve the issue including complaint letters dated April 27, November 28, December 6, 2023, and February 13, 2024, as well as a legal notice dated June 24, 2024 the matter remains unresolved. The complainant also reported that while they have received verbal assurances from K-Electric, there has been no formal response or action. Given the prolonged inaction and operational impact, they seek immediate intervention to ensure the restoration of electricity and prevent further inconvenience to their business.

KElectric-KHI-43548-09-24



3. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that a fire incident occurred at the premises in question on April 12, 2023, leading to collapse of the premises and debris falling onto complainant's dedicated PMT. KE added that the complainant PMT got damaged and the same was dismantled to ensure the safety of the surrounding electrical infrastructure and to normalize unaffected areas. However, the Complainant has been asked multiple times to provide undertakings to bear the cost of PMT replacement and its allied accessories. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on February 06, 2025 which was attended by the Complainant and representatives of KE. During the hearing, the case was discussed at length. The Complainant informed that he has already paid full and final estimate of Rs.427,816/- on August 26, 2024 for reinstallation of the PMT issued by KE however KE is again demanding an excessive amount for the same. Subsequently, KE was directed to submit details regarding estimates issued to the Complainant. In response, KE vide letter dated March 12, 2025 submitted that with reference to the request received from the complainant, partial estimate of Rs.427,816 was shared with the complainant against the total estimate amount of Rs.1,451,773/-. The said partial estimate was paid by the complainant on 26th August 2024 whereas payment of the remaining amount of approximately Rs.1,023,957 is still outstanding. KE further submitted that the removed PMT has neither repaired/ refurbished nor issued to any other consumer. KE added that according to report of Transformer Workshop the transformer is 23 years old with a blue phase found to heat up; testing results are unsatisfactory; transformer tank tubes and conservators were rusted and leaked and no transformer oil retrieved from the transformer.

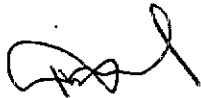
5. In order to finalize the matter, another hearing was held at NEPRA Regional office Karachi on March 12, 2025 which was attended by the Complainant and representatives of KE, wherein the matter was discussed in detail.

6. 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 reinstallation of a 150 kVA dedicated PMT of M/s Sohail Weaving Industries supplying to connections AP084732 & AP084733 having sanctioned load of 25 KW on both connections having tariff B1.
- (ii) The Complainant is of the view that KE removed the PMT in working condition. At the time of removal, the PMT was okay, further he has already paid an estimate of Rs.427,816/- on August 26, 2024 for reinstallation of the PMT demanded by KE, however KE has not restored the connection and KE is demanding an additional estimated amount for the same.
- (iii) KE is of the view that the complainant's PMT got damaged on April 12, 2023 due to fire incident and partial estimate of Rs.427,816/- was issued on request of the Complainant against the total estimated amounting to Rs.1,451,773/-. As per the estimate, it appears it is a final estimate.

- (iv) KE should have checked the transformer at site and should have informed the complainant about the damage details, however KE failed to do so. Even after the removal of the PMT(s) no details of damage were shared with the complainant.
- (v) KE submitted that the removed PMT has neither repaired/refurbished nor issued to any other consumer. As per KE's transformer workshop report, the transformer testing result has been found unsatisfactory. The Complainant has not been associated in the checking/testing of the PMT(s).
- (vi) KE didn't provide any written request of the Complainant for issuance of partial estimate. Moreover, the breakup of estimate of Rs. 427,016/- was not provided by KE.
- (vii) It is also observed that KE has not mentioned on the estimate of Rs.427,016/- that the same was a partial amount of the total estimate.
- (viii) KE removed PMT(s) which was in working condition and now a huge estimate is being demanded from the Complainant for repair/replacement of PMT.

7. In view of the foregoing, it is evident that the consumer has already paid the required estimate for the repair/replacement of the PMT(s). Therefore, the issuance of an additional estimate by K-Electric is unjustified. Accordingly, K-Electric is directed to install the Complainant's PMT(s)/connection(s) without levying any further charges. A compliance report in this regard shall be submitted within twenty (20) days, positively.



(Lashkar Khan Qambrani)

Member, Consumer Resolution Committee /
Director (CAD)



(Muhammad Irfan Ul Haque)

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



(Naweed Illahi Shaikh)

Convener, Consumer Resolution Committee
Director General (CAD)



Islamabad, April 24, 2025