



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
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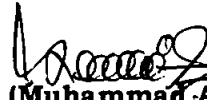
**Consumer Affairs  
Department**

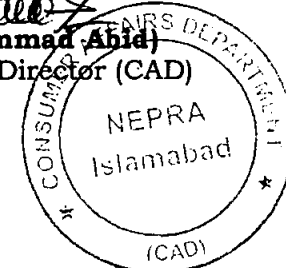
TCD 09/ 5268 -2023  
November 16, 2023

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 MOTION FOR LEAVE FOR REVIEW FILED BY K-ELECTRIC LIMITED AGAINST THE DECISION OF NEPRA CONSUMER COMPLAINTS TRIBUNAL IN THE MATTER OF OF COMPLAINT FILED BY MR. NASIR IQBAL, GENERAL SECRETARY, GARDEN CITY COMMUNITY WELFARE ASSOCIATION 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. KE-KHI-19248-01-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated November 16, 2023 regarding the subject matter for necessary action.

  
(Muhammad Abid)  
Assistant 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
2. Mr. Nasir Iqbal, General Secretary,  
Garden City Community Welfare Association,  
A-74, Block B, Garden City, Scheme 45, Karachi  
Contact# 03110229008, 03362299008, 0313-2487906.



**BEFORE THE**  
**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**

**Motion for leave for review in Complaint No. KHI-19248-01-23**

**K-Electric Limited (KE)**

KE House No. 39-B,  
Sunset Boulevard Phase-II, Defense Housing Authority  
Karachi.

.....

**Petitioner**

**VERSUS**

**Mr. Nasir Iqbal, General Secretary**

Garden City Community Welfare Association  
A-74, Block B, Garden City, Scheme 45, Karachi.

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**Complainant**

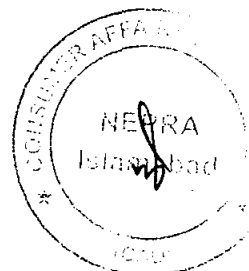
**Subject: DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY K-ELECTRIC LIMITED AGAINST THE DECISION OF NEPRA CONSUMER COMPLAINTS TRIBUNAL IN THE MATTER OF COMPLAINT OF MR. NASIR IQBAL, GENERAL SECRETARY, GARDEN CITY COMMUNITY WELFARE ASSOCIATION AGAINST K-ELECTRIC LIMITED REGARDING LOAD SHEDDING**

**DECISION**

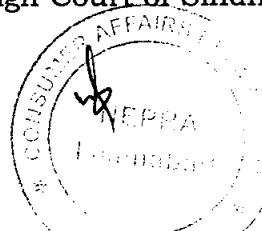
Through this decision, a motion for leave for review filed by K-Electric Limited (hereinafter referred to as the "Petitioner" or "K-Electric") against the decision of NEPRA Consumer Complaints Tribunal dated August 11, 2023 in the matter of complaint filed by Mr. Nasir Iqbal, General Secretary, Garden City Community Welfare Association (hereinafter referred to as the "Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the NEPRA Act), is being disposed of.

2. Brief facts of the case are that the Complainant in his complaint agitated that they are residents of Garden City, Block-A where 10-12 hours of load shedding is being carried out by K-Electric despite having an independent feeder & recovery above 90 %. The Complainant requested NEPRA to intervene in the matter and instruct K-Electric to provide un-interrupted supply of electricity in Garden City. The matter was taken-up with K-Electric for submission of para wise comments/report. In response, K-Electric submitted that the electricity to the Complainant's area is supplied from "GARDEN CITY" feeder which falls in "Very High Loss" category based on its Aggregate Technical and Commercial (AT&C) losses. In order to further look into the matter, a hearing was held on July 11, 2023 at NEPRA Regional Office, Karachi. The hearing was attended by both the parties (i.e. K-Electric and the Complainant), wherein the matter was discussed in detail. As a way to further examine the matter, a joint site inspection was also conducted by NEPRA in presence of both the parties.

3. The case was examined in detail in light of record made so available by both the parties, arguments advanced during the hearing, site inspection and applicable law. The following was concluded:



- i. K-Electric has been conducting load shedding on the dedicated feeder of Garden City Scheme 45, Karachi on the basis of aggregate technical and commercial losses and has categorized the feeder as very high loss. The site inspection revealed that 13 PMTs & 3 transformer substation on the feeder pertains to Block A of Garden City which is a properly electrified area whereas one PMT DTS ID-4410 found to be connected to Block B & C of Garden City, Karachi which are not electrified areas and K-Electric has provided hook connections from the said PMT. Further, no kunda/hook connections were found during the same joint site inspection connected at remaining 13 PMTs & 3 transformer substation of Block A.
  - ii. Moreover, it was also observed that the PMTs of Block A have been partially loaded i.e. below 50% of the capacity of PMT and K-Electric failed to provide proper reasons for losses on the PMTs of Block A. Further, two more nearby feeders i.e. Ghaniabad and Maymar are also passing nearby and the said PMT of un-electrified/hook connected Blocks of Garden City i.e. Block B & C can be shifted on any of those feeders.
4. Accordingly, K-Electric was directed vide the impugned decision to re-evaluate the losses of Block A after disconnection/removal of PMT(s) of Block B & C from the existing feeder and connect them with other nearby feeders.
5. Being aggrieved with the decision of Consumer Complaints Tribunal, K-Electric filed a motion for leave for review under NEPRA (Review Procedure) Regulations, 2009 vide letter dated September 08, 2023. K-Electric in its review, inter-alia, submitted as under:
- i. Garden City having Blocks A, B & C is being fed through sponsored dedicated distribution system (SDDS) and the electrification of Block A has been completed through the dedicated feeder i.e. Garden City feeder while the same is in process for the remaining two Blocks. The Garden City feeder has been categorized as a 'high loss' feeder in terms of the AT&C losses and the load shedding is being carried out in Garden City in consideration of both the power theft and the recoveries out of total billed units.
  - ii. The kunda/hook connections have been installed all over in Garden City and the same can only be removed with the assistance of law enforcement agencies in which absence the kunda/hook connections are being billed by K-Electric on the basis of assessed load in order to recover the part of losses sustained. By resting its case on multi-lateral aspects on the ground other than the site inspection, the Petitioner further argued that the revealing of schedule of joint inspection beforehand provided ample opportunity to the residents in order to remove kunda/hook connections in Block A.
  - iii. The shifting of connections of Block B & C to any other feeder would not result in any significant improvement of AT&C losses as the same are also higher in some PMTs in Block A along with the fact that the connections in Garden City can only be provided through the dedicated feeders and the shifting of such would also pose safety issues due to dual source of 11 kV supply in same society.
6. The motion for leave for review filed by K-Electric was considered and hearings were held on October 3, 2023 and October 12, 2023. During the hearing, K-Electric submitted the pictorial evidence essentially suggesting the presence of kunda/hook connections in Block A while the same was rebutted by the Complainant apprising that the pictorial evidence submitted by K-Electric relates to Block B & C of Garden City. After detailed deliberation, the motion for leave for review is disposed of in the following terms:
- i. It is an established fact that the electrification of Block A has been completed as also concurred by K-Electric in its motion and Block A is being fed through a dedicated feeder i.e. Garden City while some of the kunda/hook connections present in Block A has also obtained legal cover through the decision of High Court of Sindh. In contrast, Block B



& C are currently un-electrified and being provided electricity through kunda/hook connections duly obtained from a PMT having DTS ID-4410 which is also being fed from Garden City feeder.

- ii. The issuance of electricity bills by K-Electric against the illegal kunda/hook connections installed in Block B & C illustrate the fact that K-Electric is catering the load demand of Block B & C from Garden City feeder despite being un-electrified and recovering the billed units. It is pertinent to mention here that the same illegal connections installed in the un-electrified area contribute to the overall AT&C losses of the electrified area instigating the menace of the load shedding on Garden City feeder. Thus penalizing the residents of the electrified area i.e. Block A with load shedding due to the probable arrangement of kunda/hook connections in Block B & C by K-Electric is unwarranted.
- iii. Foregoing in view, we are of the view that the burden of losses in the form of power theft and low recovery accumulating to higher AT&C losses originally stemming from the un-electrified area cannot be passed on to the regular consumers in the form of load shedding while residing in the electrified area having very less contribution toward the overall AT&C losses as perused from the documentary evidence on the record. Furthermore, in order to prevent any misuse of electricity due to anticipated dual source of 11 kV supply in Garden City, K-Electric being a distribution licensee must be cognizant of any technical problem which may arise after bifurcation of Block B & C of Garden City from Block A to any other feeder.

7. Moreover, a motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision. Hence, the motion for review is dismissed and the decision dated August 11, 2023 is up held.



**(Lashkar Khan Qambrani)**

Member, Consumer Complaints Tribunal/  
Director (CAD)



**(Muhammad Irfan Ul Haq)**

Member, Consumer Complaints Tribunal/  
Assistant Legal Advisor



**(Naveed Iqbal Shaikh)**

Convener, Consumer Complaints Tribunal/  
Director General (CAD)

**Islamabad, November 16, 2023**

