



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.09/3424-2023
August 11, 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 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. **KElectric-KHI-19248-01-23**

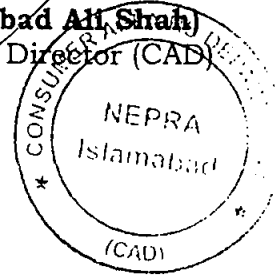
Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated August 11, 2023 regarding the subject matter for necessary action and compliance within thirty (30) days, positively

Encl: As above

Copy to:

1. Mr. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE 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. Nasir Iqbal, General Secretary,
Garden City Community Welfare Association,
A-74, Block B, Garden City, Scheme 45, Karachi
Contact# 03110229008, 03362299008
iqbal.mustang@365gmail.com; g.cwelfareassociation@gmail.com

(Syed Ibad Ali Shah)
Deputy Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-19248-01-23

Mr. Nasir Iqbal, General Secretary,
Garden City Community Welfare Association,
A-74, Block B, Garden City, Scheme 45, Karachi
Contact# 03110229008, 03362299008
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Complainant

Versus

K-Electric Limited (KE)
KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.
Date of Hearing(s): 1) March 01, 2023
2) March 14, 2023
3) April 07, 2023
4) July 11, 2023

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Respondent

**On behalf of
Complainant:**

- 1) Mr. Nasir Iqbal
- 2) Mr. Zeeshan Ahmed
- 3) Mr. Imran Shahid

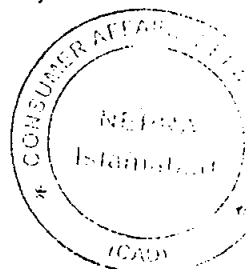
Respondent:

- 1) Mr. Asif Shajer (GM, Regulations)
- 2) Mr. Ashfaq Ahmed (DGM)
- 3) Mr. Ghayas Javed (Manager)
- 4) Mr. Mushtaq Jamali (Manager)

Subject: DECISION IN THE MATTER 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

Through this decision, the complaint filed by Mr. Nasir Iqbal, General Secretary, Garden City Community Welfare Association (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"), is being disposed of.

2. Brief facts of the case are that NEPRA received a complaint dated January 09, 2023 wherein the dispute agitated by the Complainant was that they are residents of Garden City, Block-A where 10-12 hours of load shedding is being carried out by KE despite having an independent feeder & recovery above 90%. The Complainant requested NEPRA to intervene in the matter and instruct KE to provide an un-interrupted supply of electricity in Garden City.




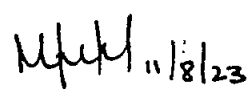
3. The matter was taken-up with KE for submission of parawise comments/report. In response KE vide letter dated February 01, 2023 submitted that the electricity to the Complainant's area is supplied from "GARDEN CITY" Feeder which falls in "Very High Loss" category based on its Aggregate Technical and Commercial 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. KE and the Complainant), wherein the matter was discussed in detail.


4. A joint site inspection was conducted by NEPRA in presence of both the parties. Scrutiny of the record and arguments advanced during the hearing and joint site inspection revealed that KE 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 further 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 KE 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.

5. Moreover, it was observed that the PMTs of block A have been partially loaded i.e. below 50% of the capacity of PMT and KE 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.

6. Foregoing in view, KE is directed 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. Compliance report be submitted within thirty (30) days


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


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


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

Islamabad, August 11, 2023

