

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/ ²⁵⁷³ -2024
June 06, 2024

Chief Executive Officer,
K-Electric Limited, KE House No 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.

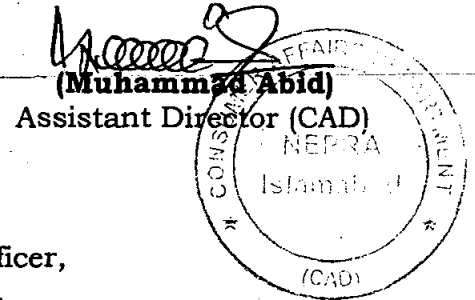
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MAROOF SULTAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING OVERLOADING/VOLTAGE (CONSUMER # LB-220588 & LA-5800309)**
Complaint No. **KElectric-KHI-17800-11-22**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated June 06, 2024 regarding the subject matter for information.

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. Mr. Muhammad Maroof Sultan
K-144, Khalidabad, Haji Mureed Goth, Karachi.
Cell: 0333-2383205





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. Kelectric-KHI-17800-11-22

Mr. Muhammad Maroof Sultan

House No. K-144, Mohalla Kahlidabad
Haji Mureed Goth, Karachi.

..... **Complainant**

VERSUS

K-Electric Limited (KE)

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

..... **Respondent**

Date of Hearing: February 21, 2023
April 06, 2023
January 16, 2024

On behalf of

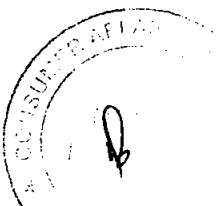
Complainant: 1) Mr. Muhammad Maroof Sultan

Respondent: 1) Mr. Nisar Rrhman (K-Electric Limited)
2) Mr. Daleep Kumar (K-Electric Limited)
3) Mr. Abdul Rab (K-Electric Limited)
4) Mr. Shahrukh Ali (K-Electric Limited)

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD MAROOF SULTAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING OVERLOADING/VOLTAGE (No. LB-220588 & LA-580309)
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Maroof Sultan (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. NEPRA received a complaint from Mr. Muhammad Maroof Sultan wherein the Complainant requested to provide electricity connection from the PMT located closer to his premises. The Complainant stated that the current supply, coming from a more distant PMT, is causing low voltage issues in the area. The matter was taken up with K-Electric and in response KE submitted that the issue pertaining to low voltage has been resolved. Later, the Complainant again approached this office denying the version of K-Electric and again requested to resolve the matter. Thereafter, K-Electric apprised that the residential area including the Complainant's premises is being fed through the same PMT while corrective measures have also been taken i.e. installation of ABC cables etc. resulting into stable voltage i.e. 226V at the premises.



3. In order to analyze the matter, hearings were held at NEPRA Office, Karachi in presence of the Complainant and K-Electric officials, however, the issue remained unresolved as the Complainant also alleged that some consumers in the residential area of the Complainant were receiving dual supply. In order to verify the allegation of the Complainant, K-Electric was directed to conduct a fresh site inspection of the relevant area. In response, KE vide letter dated April 01, 2024 submitted that a site inspection was conducted in presence of the Complainant, however, no dual meter was found. Subsequently, the Complainant vide letter dated April 29, 2024 requested for provision of dual supply at his premise from two different PMTs installed in the area.

4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

i. The Complainant's residential premises having electricity connections installed against account number LB-220588 & LA-5800309 located at Khalidabad, Karachi Central, are supplied electricity from the PMT situated in vicinity of the premises. The dispute raised by the Complainant concerning low voltage, claiming that the current PMT is located relatively farther away compared to another nearby PMT to which he sought to shift his electricity connections. According to KE, there is no low voltage issue at the premises of the Complainant.

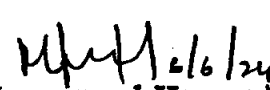
ii. The reservation of the Complainant regarding of low voltage and dual supply in the relevant area were unsupported due to the lack of photographic and documentary evidence. Furthermore, KE being a Distribution Licensee is responsible to ensure that electricity distribution system is planned, designed, implemented, reinforced, expanded, maintained and operated in a manner that fully complies with the NEPRA Act, Rules, Regulations and other applicable laws.

iii. Hence, emphasizing that the Complainant is being provided electricity at his premises in accordance with the approved standards, the request to shift the installed connections to another PMT based solely on the Complainant's preference without any cogent and valid reasons is unwarranted. Additionally, the Complainant has requested for provision of dual supply at his premises from two different PMTs installed in the vicinity which is also not justified. Thus, the instant matter is void of any merits to be processed further.

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


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Moqees-ul-Hassan)

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


(Naveed Hani Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 06, 2024

