



## National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN  
Regional Office Consumer Affairs  
Office # 706, 7<sup>th</sup> Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

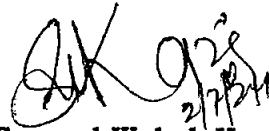
POK/09/ 3170/2024  
July 02, 2024

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 SYED AMJAD QADRI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING RELOCATION OF SUBSTATION**  
Complaint No. KElectric-KHI-30631-11-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated July 02, 2024 regarding the subject matter for necessary action, further the proceedings in the matter have been closed by this office.

**Encl: As above**

  
(Sarmad Wahab Kazi)  
Dy. Director, CAD

Copy to:

- ✓ 1) Director General,  
Consumer Affairs Department, NEPRA,  
NEPRA Tower, Attaturk Avenue (East), G-5/1,  
Islamabad
- 2) Mr. M. Imran Hussain Qureshi,  
Chief Regulatory Affairs & Government Relation Officer,  
KE Office, 56-A, Street No. 88 G-6/3  
Islamabad
- 3) Syed Amjad Qadri,  
House No. SK-80, 37-B, Khizarabad, Landhi No. 1,  
Karachi  
Ph: 03183941474



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

**Complaint No. KElectric-KHI-30631-11-23**

**Syed Amjad Qadri,**

.....**Complainant**

House No. SK-80, 37-B, Khizarabad, Landhi No. 1, Karachi,  
Contact# 03183941474

**Versus**

**K-Electric Limited (KE)**

..... **Respondent**

KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

**Date of Hearing(s):** February 22, 2024

**On behalf of:**

**Complainant:** Syed Amjad Qadri

**Respondent:** 1) Mr. Anas Lakhani (K-Electric Limited)  
2) Mr. Mir Ghulam Ali (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY SYED AMJAD QADRI**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**  
**AGAINST K-ELECTRIC LIMITED REGARDING RELOCATION OF**  
**SUBSTATION**

This decision shall dispose of the Complaint filed by Syed Amjad Qadri, House No. SK-80, 37-B, Khizarabad, Landhi No. 1, Karachi, (hereinafter referred to as "the Complainants") against K-Electric Pvt Ltd (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 dispute agitated by the Complainant was that he complaint for relocation of substation in K-Electric Limited but his application was not processed. The Complainant in his complaint prayed that KE be directed to relocation of substation. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the substation in question was constructed decades ago and later on converted into a common distribution system (CDS). Hence, the Complainant is required to provide alternate space for installation beside the payment of expense for relocation. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, a hearing was held on February 22, 2024 at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link. Accordingly, a joint site inspection was also conducted on April 30, 2024 in presence of both the parties, wherein it has been observed that a substation Shabana Cinema of about 16x21 feet of the same area of the Complainant plot. The representative of KE informed that the substation is a CDS S/S and the same is operational. Moreover, the Complainant also informed that the same substation was present at the time of purchase of plot.

4. 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 relocation of the substation, Shabana Cinema Substation over the Complainant's plot.
- (ii) The Complainant is of the view that he purchased plot No.C-8/1, Model Colony, Malir Karachi in the year 2017 and the substation was still present at the time of purchase of the plot and requested that KE be directed to relocate the substation.
- (iii) KE is of the view that the substation was constructed and later converted to Common Distribution System (CDS). Moreover KE submitted that the Complainant is required to provide alternate space for installation besides payment of expenses for relocation of the substation.
- (iv) As per clause 3.1.2 of Consumer Service Manual (CSM) if an applicant/ consumer requires the relocation of a distribution facility i.e. HT/LT lines, transformers, structures, etc. for convenience, because of construction, or otherwise KE shall, at the consumer's expense, relocate the distribution facility, if found feasible. In such case, the provision of right of way will be the responsibility of the applicant/consumer.

5. Foregoing in view, the Complainant may approach KE to fulfill codal formalities in light of NEPRA regulations for shifting of the substation. Further proceedings in the matter are being closed by this office.



(Syed Taqi Abedi)  
Dy. Director  
Consumer Affairs Deptt.



(Abid Hussain)  
Advisor  
Consumer Affairs Deptt.

July 22, 2024