



**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/09/3180 /2024  
July 05, 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 MR. ABDUL WAHEED S/O LATE, QAMARUDDIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING CHANGE OF FEEDER (CONSUMER NO. AP-081128 & AP-085581)**  
Complaint No. KElectric-KHI-30865-11-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated July 04, 2024 regarding the subject matter for necessary action and compliance within ten(10) days, positively.

**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) Mr. Abdul Waheed S/o Late, Qamaruddin,  
Plot No. 4-A, & P-4, Muhammad Hussain Goth,  
People's Colony, North Nazimabad, Karachi  
Ph: 03003346155

Dir (11)



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

**Complaint No. KElectric-KHI-30865-11-23**

**Mr. Abdul Waheed S/o Late Qamaruddin,**  
Plot No. 4-A, & P-4, Muhammad Hussain Goth,  
People's Colony, North Nazimabad, Karachi,  
Contact# 03003346155

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing(s):** 1) January 03, 2024  
2) May 13, 2024  
3) May 20, 2024

**On behalf of:**

**Complainant:** Mr. Abdul Waheed S/o Late, Qamaruddin

**Respondent:** 1) Mr. Aqeel Ahmed (K-Electric Limited)  
2) Mr. Imran Zakir (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL WAHEED S/O LATE, QAMARUDDIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING CHANGE OF FEEDER (CONSUMER NO. AP-081128 & AP-085581)**

This decision shall dispose of the Complaint filed by Mr. Abdul Waheed S/o Late, Qamaruddin, Plot No. 4-A, & P-4, Muhammad Hussain Goth, People's Colony, North Nazimabad, 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 dispute agitated by the Complainant was that KE has raised concerns regarding supply off since past several months. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that all the connections of the area of Arafat town including complainant's premises have been fed through "Dental College" feeder which is categorized as very high loss feeder based on its aggregated technical and commercial loss profile hence, the complainant's request for connectivity through some old arrangement of supply through another feeder of "People colony" feeder cannot be entertained as it will deteriorate the statistics of the said feeder. 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 at NEPRA Regional office Karachi on January 03, 2024 which was attended by the Complainant in person and representative of KE via video link. During the hearing the Complainant informed that KE has disconnected supply of the Dental College feeder since past several months upon which representative of KE informed that supply has been disconnected on the basis of AT&C losses. Accordingly a joint site inspection was also conducted on February 20, 2024 in presence of both the parties, wherein it has been observed that the Complainant connection was served through People Colony feeder for last 20 years approx. where he was a star consumer however, KE shifted his connection from people's feeder to Dental College feeder about 16 months ago. Another hearing was held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

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 disconnection of supply of consumer No.AP-081128.
- (ii) KE is of the view that the supply of the consumer is off due to forcefully shutdown of Dental College feeder against low recovery and high losses in the area. Moreover KE informed that the Complainant's supply cannot be shifted to another feeder i.e. People Colony feeder as it will deteriorate the stats of the same feeder.
- (iii) The procedure for disconnection of supply has already laid down in chapter 8 of Consumer Service Manual and it has observed that KE has disconnected supply of the consumer in violation of the provisions of CSM.

5. Foregoing in view, KE is directed to immediately restore supply of the Complainant. A report in this regard be submitted within twenty (10) days, positively.

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

  
(Abid Hussain),  
Advisor  
Consumer Affairs Deptt

**July 04 , 2024**