



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.04/3014-2024
July 03, 2024

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

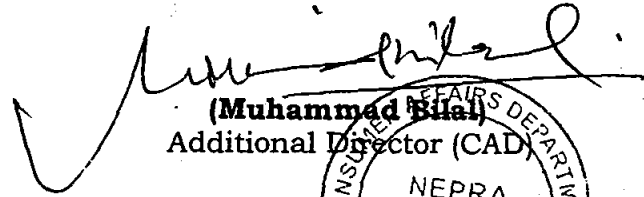
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. MUHAMMAD RIZWAN BAIG
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL)
REGARDING NET METERING (CONSUMER # AL-667567)
Complaint No. KElectric-KHI-31350-11-23**

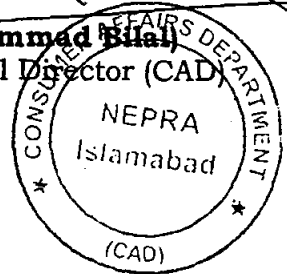
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 03, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

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. Dr. Muhammad Rizwan Baig,
Babar Hospital, 1st Floor, Habibi Chamber, Block 14,
Gulshan-e-Iqbal, Main University Road,
Near Civic Centre, Karachi
Cell: 0333-2146024


(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. KElectric-KHI-31350-11-23

Dr. Muhammad Rizwan Baig,

Babar Hospital, 1st Floor, Habibi Chamber, Block 14,
Gulshan-e-Iqbal, Main University Road,
Near Civic Centre, Karachi
Cell: 0333-2146024

.....Complainant

Versus

K-Electric Limited (KE)

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

..... Respondent

Date of Hearing(s): January 23, 2024

On behalf of:

Complainant: Dr. Muhammad Rizwan Baig

Respondent: 1) Mr. Anas Lakhani (K-Electric Ltd)

2) Mr. Farooq Mangi (K-Electric Ltd)

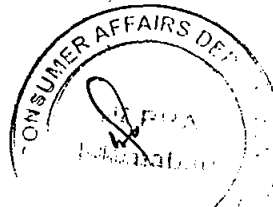
Subject:

DECISION IN THE MATTER OF COMPLAINT FILED BY DR. MUHAMMAD RIZWAN BAIG UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING NET-METERING (AL0667567)

DECISION

This decision shall dispose of the Complaint filed by Mr. Muhammad Rizwan Baig, Babar Hospital, 1st Floor, Habibi Chamber, Block 14, Gulshan-e-Iqbal, Main University Road, Near Civic Centre, Karachi, 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 the Complainant in the complaint submitted that a 20kW solar power system was installed for Babar Hospital, main University Road, Karachi on roof of Habib Chamber. The Complainant applied to K-Electric for net-metering connection, however, KE has not yet provided net-metering facility. The Complainant requested for redressal of the grievances and issuance of directions to KE for refund of bills charged by KE on account of non-usage of solar



system and requested for installation of net-metering connection besides compensation by KE due to delay in giving permission of net-metering. The matter was taken up with KE. In response, KE submitted that the Complainant is the lessee/occupant of a General Hospital and Maternity Home (Babar Hospital) on the first floor of a multi-storey commercial building (Habib Chambers) and has applied for net-metering facility after due submission of required documents. However, upon scrutiny of the submitted documents it was revealed that the Complainant does not possess the ownership of the location (i.e. roof top of the building in question) where the DG facility / solar network has been installed. Hence, the Complainant is requested to provide a sub-lease of the roof-top depicting ownership of the roof-top so that the application for provision of net-metering can be further processed. The report of KE was sent to the Complainant for information. In response, the Complainant raised observations over the report of KE and submitted that the Hospital possesses 11000 square feet area of roof of the said building, therefore, the point of view of KE is baseless. In order to proceed further into the matter, a hearing was held on January 23, 2024 at NEPRA Regional Office, Karachi wherein both the parties participated and advanced their arguments.

3. The case has been analyzed in detail. A commercial connection is installed for a private Hospital, having consumer No. AL-667567. The consumer applied for net-metering connection of 20kW capacity. KE did not process the case with the objection that the Complainant does not possess ownership of the roof-top. The documentary evidence revealed that the Management of Habib Chambers issued NOC to Babar Hospital for installation of solar panels at roof-top and in this regard, 11000 square feet at the roof-top has been allotted to the said Hospital. Therefore, the Complainant is entitled for provision of net-metering connection in accordance with NEPRA (Alternative & Renewable Energy) Distributed Generation and Net Metering Regulations, 2015. Further, NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022 provides that "a distribution licensee shall ensure that all applicants and consumers are treated in a non-discriminatory, fair, transparent and just manner." The Complainant has requested for compensation due to delay in provision of net-metering connection. The said request does not fall under the purview of NEPRA.

4. Foregoing in view, KE is directed to provide net-metering connection to the Complainant after completion of all the codal formalities and subject to verification of NOC issued by the Management of Habib Chambers and allotment of 11000 square feet of the roof-top. Compliance report be submitted within twenty (20) days.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)

(Moqeen-ul-Hassan)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Iqbal Shahid)
Convener, Complaints Resolution Committee/
Director General (CAD) NEPRA
Islamabad

Islamabad, July 03, 2024