



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office Consumer Affairs
Office #706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/4/2 /2024
January 18, 2024

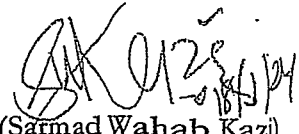
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MOHAMMAD RASHID HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING PROVISION OF CONNECTION (CASE ID: 558202)

Complaint No. KElectric-KHI-27165-08-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated January 18, 2024 regarding the subject matter for necessary action and compliance within twenty (20) 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. Muhammad Rashid Hussain
11-C, Zulfiqar Commercial Street No. 2
Phase 8, DHA, Karachi
Ph: 03218240024
Email: Rashid.kedna@gmail.com



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-27165-08-23

Mr. Mohammad Rashid Hussain,
11-C, Zulfiqar Commercial Street No. 2, Phase 8, DHA, Karachi,
Contact# 03218240024
rashid.kedna@gmail.com

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): November 15, 2023

On behalf of

Complainant: Mr. Mohammad Rashid Hussain

Respondent: 1) Mr. Shafqat Ahmed (K-Electric Limited)
2) Mr. Mohammad Anas (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MOHAMMAD RASHID HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING PROVISION OF CONNECTION (CASE ID: 558202)

This decision shall dispose of the Complaint filed by Mr. Mohammad Rashid Hussain, 11-C, Zulfiqar Commercial Street No. 2, Phase 8, DHA, Karachi, (hereinafter referred to as "the Complainant" against K-Electric Limited (KE) (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 dated July 26, 2023 wherein the Complainant agitated dispute that KE has not processing his application for provision of connection and requested that KE be directed to provide electricity connection.

3. The matter was taken-up with KE for submission of para wise comments/report. In response, KE vide letter dated August 30, 2023 reported that previously KE provided connections in this area on a share- money model but due to scattered development/demand over a huge area of land it became extremely challenging for KE to procure and place PMUs against partial recoveries of PMU

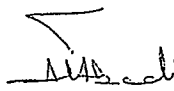
cost through collection of share money charges hence, in January 2023, KE approached the area developer i.e. DHA and intimated DHA to complete the electrification scheme of the area being their responsibility as per NEPRA CSM as it is not feasible for KE to spend huge upfront amount in procurement and placement of PMU's without any definite timeline for recovery of PMU cost due to scattered development/demand and KE has been carrying a financial exposure of about Rs.2 billion. KE added that on February 21, 2023, based on the issued NOC details shared by DHA, a detailed working was shared with DHA regarding the infrastructure requirement to cater those NOC and informed DHA to reach convergence / agreement to complete the infrastructure installation work of the remaining area by the developer however, response of the same is awaited. KE further submitted that as per the electrification master plan, premises in question is required to be energized after installation/placement of PMU # 181 however, the installation of the said PMU is awaited.


4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on November 15, 2023 which was attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted on November 29, 2023 in presence of both the parties, wherein it has been observed that as per the master plan the Complainant's connection has to be provided from pillar box PB-2 which is already installed and energized. Further, KE has already provided connection to the building at plot no 15C, adjacent to the Complainant's building, from pillar box No. 2 PB-2. The representative of KE informed that as per master plan the connection to the Complainant building has proposed from PB-2 and there is sufficient capacity in the same PB to provide supply to the Complainant. The representative of KE further informed that DHA has sent to KE NOC letter with list of address to allow provision of electricity connection however the same list do not possess the Complainant's premises.

5. 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 concluded:

- (i) The instant matter pertains to non-provision of electricity connection to a multi-story building located at plot No.11-C, Zulfiqar Commercial street 2, DHA phase VIII-A, Karachi. The Complainant is of the view that he has fulfilled codal formalities in the matter and KE has been unnecessarily delaying the matter. KE is of the view that the supply to the Complainant's premises has been proposed from PMU # 181 however, the installation of the said PMU is still awaited.
- (ii) The Complainant applied for provision of electricity connection against case Id.558202 dated May 17, 2023 for a multistory building. As per KE the supply to the Complainant's premises has been proposed from PMU No.181 and PB No.02 and the said PMU is still awaited to be installed.

- (iii) During the joint site inspection, it has observed that the proposed pillar box PB No. 2 exist at site and KE has already provided electricity connection to plot No.15-C adjacent to the Complainant's premises. Moreover, the said PB is energized from PMU No.176 in deviation to the master plan by KE. The representative of KE informed that there is sufficient capacity in the same PB No. 2 and PMU No.176 as well to provide supply to the Complainant's premises.
- (iv) Moreover it has also observed that the concerned authority DHA has also issued NOC vide letter dated April 28, 2023 to the Complainant for provision of electric connection.
- (v) The proposed PB No. 2 of the Complainant already exist and there is sufficient capacity in the same pillar box to provide connection to the Complainant's premises.
6. Foregoing in view, KE is hereby directed to proceed application for provision of electricity connection of the Complainant. A report in this regard be submitted within twenty (20) days, positively


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

, January 18, 2024