



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/ 413 /2024
January 18, 2024

Mr. Muhammad Akram Baloch
House No. R-61, Shaban Town
Malir City, Bakra Mandi
Near Atta Cold Drink General Store, Karachi
Ph: 03228275714, 03146898648

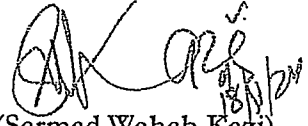
Div (11)
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Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AKRAM BALOCH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING HAZARDOUS LOCATION OF PMT

Complaint No. KElectric-KHI-19528-01-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated January 18, 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) Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi
- 3) Mr. M. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3
Islamabad



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-19528-01-23

Mr. Muhammad Akram Baloch,
House No. R-61, Shaban Town,
Malir City, Bakra Mandi
Near Atta Cold Drink General Store, Karachi
Ph: 03228275714, 03146898648

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) March 09, 2023
2) May 11, 2023
3) May 23, 2023
4) September 19, 2023

On behalf of:
Complainant: Mr. Muhammad Akram Baloch

Respondent: 1) Mr. Israr Ahmed (Manager, Regulations, KE)
2) Mr. Muhammad Ameen (Manager, KE)
3) Mr. Hafeez Khan (Manager, KE)
4) Mr. Muhammad Anas (AM, Regulations KE)
5) Mr. Ahsan Abdul Rehman (AM, Regulations KE)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AKRAM BALOCH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING HAZARDOUS LOCATION OF PMT**

DECISION

This decision shall dispose of the Complaint filed by Mr. Muhammad Akram Baloch, House No. R-61, Shaban Town, Malir City, Bakra Mandi, Near Atta Cold Drink General Store, 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 January 18, 2023 wherein the dispute agitated by the Complainant was that KE installed Pole Mounted Transformer (PMT) in front of House No. R-61, Shaban Town, Malir City, Bakra Mandi, Near Atta Cold Drink General Store, Karachi without legal requirements and permission from the owner of the plot i.e. the Complainant. The Complainant added that

due to installation of the said PMT he is facing issues while constructing his house on the plot and facing safety hazard. The Complainant prayed that KE be directed to shift the PMT from his plot.

3. The matter was taken-up with KE for submission of para wise comments/report. In response, KE vide letter dated January 31, 2023 submitted that the PMT and overhead HT wires in question were installed in an open space of the street several years ago, after due evaluations of all safety requirements including adequate safe distance from surrounding building, however, the Complainant has recently started constructing / extending his building near the overhead HT wires and PMT in question and therefore we repeatedly requested by the concerned KE technical and safety teams to stop the construction and apply for relocation of the distribution facility (HT wires) as the illegal encroachment of the building by the complainant is posing serious safety hazard and compromising the requirement for adequate safe distance from surrounding buildings. KE added that the Complainant refused to stop construction or apply for relocation, the supply to the premises was disconnected for the safety of the larger public in order to avoid any fatal or non-fatal safety accident due to the illegal encroachment / construction by the complainant. KE requested that the complainant be advised to formally apply for shifting of the said HT wires and PMT and fulfill necessary codal formations so that the same can be processed.

4. In order to probe further into the matter, hearings were held at NEPRA Regional office Karachi on March 09, May 11, May 23 and September 19, 2023 which were attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted on August 17, 2023 in presence of both the parties. During the joint site inspection dated August 17, 2023, it has been observed that a 250 kVA PMT was found installed at a distance of about 3.5 feet from boundary wall of Complainant's premises. In order to finalize the matter, another hearing was held on September 19, 2023 at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link. The Complainant informed that the plot was purchased in the year 2000 and approached KE at the time of installation of the PMT.

5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing, joint site inspection and applicable law. The following has been observed:

- (i) The instant matter pertains to relocation of 250 kVA installed nearby House No. R-61, Shaban Town, Malir City, Bakra Mandi, Near Atta Cold Drink General Store, Karachi. The Complainant is of the view that KE had installed the PMT in front of his plot without any permission and he facing issues while constructing house and living due to existence of Hazardous PMT.
- (ii) KE submitted that it is willing to facilitate the Complainant's request for relocation of the said PMT, however, the cost of relocation is required to be borne by the Complainant along with provision of alternate space and necessary right of way (ROW).
- (iii) As per clause 3.1.2 of the Consumer Service Manual (CSM) i.e. "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.”

6. Foregoing in view, the Complainant is hereby advised to approach KE for relocation of the PMT in accordance with provision of Consumer Service Manual, further proceedings in the matter are being closed by this office.



(Syed Taqi Abedi)
Deputy Director (CAD)



(Abid Hussain)
Advisor (CAD)

January 18, 2024