



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/ ²²⁸⁴ -2025
June 05, 2025

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

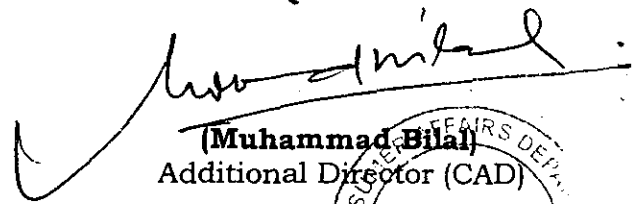
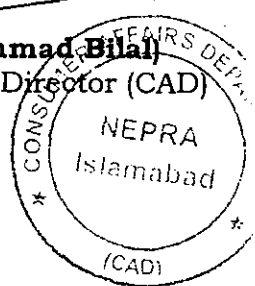
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOMAN S/O
ABDUL QADEER UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING
ELECTRIFICATION WORK**
Complaint No. **KElectric-KHI-33134-01-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated June 05, 2025 regarding the subject matter for necessary action and compliance within thirty (30) 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. Mr. Noman S/o Abdul Qadeer,
C-12, Block R, North Nazimabad, Karachi,
Contact # 03008241539


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. KElectric-KHI-33134-01-24

Mr. Noman S/o Abdul Qadeer,
C-12, Block R, North Nazimabad, Karachi,
Contact # 03008241539

.....Complainant

VERSUS

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

.....Respondent

Date of Hearing(s):
1) March 24, 2024
2) August 20, 2024
3) September 25, 2025

On behalf of:

Complainant: 1) Mr. Noman S/o Abdul Qadeer

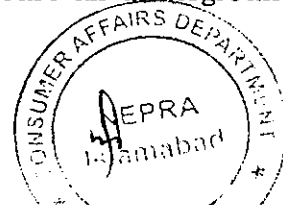
Respondent:

1) Mr. Akeel Muhammad (K-Electric Ltd)
2) Mr. Zulfurain Janjua (K-Electric Ltd)
3) Mr. Sameeullah Shaikh (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOMAN S/O ABDUL QADEER UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ELECTRIFICATION WORK

This decision shall dispose of the Complaint filed by Mr. Noman S/o Abdul Qadeer, C-12, Block R, North Nazimabad, 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 wherein the Complainant raised the issue of safety risk posed by the passing of 11 kV lines in a populated area. The matter was taken up with KE for submission of para-wise comments/report. In response, KE reported that the Complainant is a resident of Shahrah-Noor Jahan, where the local government/civic agencies were undertaking a mega construction and rehabilitation project for roads and streets. During the execution of the said project, 11 Nos. of 11kV feeder cables were exposed by the project team, which not only resulted in damage to KE infrastructure but also posed a safety hazard to the residents of the area and the public at large. KE teams took immediate notice of the matter and mobilized teams for the burial of the exposed cables, but the local residents did not allow the cables to be buried on the residential/service road side. Therefore, after coordination with the local government project team, space on the footpath side was provided for relocation of the KE underground cables. After provision of the alternate space, KE teams safely relocated and buried the cables at an adequate depth, after due evaluation of all safety and technical requirements, including placement of warning tiles and securing the necessary right-of-way approvals from the concerned civic agency of the area. Furthermore, after the relocation by KE and the fiber optics department, the local government project team carpeted the service road to secure all underground networks.



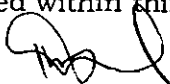
The evidence shows that snapshots of a pit made by the fiber optics team, cable were buried approximately 2 feet deeper than the observed depth of the pit. Hence, the Complainant's assertion of a safety hazard pertaining to the cable-laying activity is factually incorrect, as all quality control and safety SOPs were followed during the activity to ensure public safety. 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 March 26, 2024, which was attended by the Complainant in person and the representative of KE via video link. Subsequently, the concerned officials were directed to conduct a survey in coordination with the Complainant regarding the lying of underground 11kV cable to avoid any safety risk. Accordingly, hearings were held at NEPRA Regional Office, Karachi which were attended by both parties i.e., KE and the Complainant, in person. A joint site inspection was also conducted in presence of both parties, wherein it was observed that the 11 kV cables were found lying above the ground. Moreover, the depth of the said cables was observed to be about 1 foot from road level.


4. The case has been examined in detail in light of the record made available by the parties, arguments advanced during the hearings, and the applicable law. The following has been observed:

- (i) The instant matter pertains to construction work at Shahrah-Noor-Jahan during which an underground HT cable was exposed when the local government/civic agencies were undertaking a construction and rehabilitation project for roads and streets.
- (ii) According to KE, its teams took immediate notice of the exposed cables and mobilized for their burial, but the local residents did not allow the cables to be buried on the residential/service road side. Therefore, after coordination with the local government project team, space on the footpath side was provided for the relocation of KE underground cables.
- (iii) As per NEPRA Distribution Code 2005, clause SC2.3.1, all underground cables should be laid down in proper trenches up to the required depth and as per DISCOs/KE approved standard procedures based on relevant international standards like IEC, IEEE, and ASI.

5. Foregoing in view, KE is hereby directed to properly bury/conceal the exposed 11 kV cables underground in the area as per the prescribed standards. A report in this regard be submitted within thirty (30) days, positively.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Nahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 05, 2025

