



National Electric Power Regulatory Authority Islamic Republic of Pakistan

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Registrar

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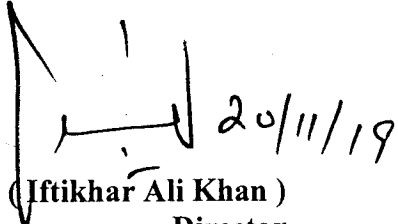
November 20, 2019

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

Subject: **ORDER OF NEPRA IN THE MATTER OF COMPLAINT FILED BY MR. ROCHI RAM DARA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING RELOCATION OF PMT**
Complaint # KE-2386/04/2019

Please find enclosed herewith the Order of NEPRA dated November 20, 2019 (04 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, please.

Encl: As above


(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

1. Chief Engineer, Cantonment Board Clifton,
CC-38, Street 10, Khayaban-e-rahmat,
Phase VI, DHA, Karachi.
2. Project Director, Defence Housing Authority
Directorate, Phase VIII, Plot No. 34,
Khayaban-e-mujahid, Phase-V, DHA, Karachi.
3. Mr. Ayaz Jaffar Ahmed,
Director (Finance & Regulation),
K-Electric Limited, House No. 39-B,
Sunset Boulevard Phase-II, DHA, Karachi.
4. Mr. Rochi Ram Dara,
Flat No. 1002, Block-K, Creek Vista Apartments,
DHA Phase VIII, Karachi

5. Mr. Mukhtar,
R/o Plot 10-C, Khayaban-e-muslim, Street # 01,
DHA, Phase VI, Karachi
6. Mr. Mehboob Haroon,
R/o Plot 10-C, muslim comm. street # 01,
DHA, Phase VI, Karachi
7. Mr. Mahboob Raza,
R/o Plot 14-C, muslim comm. Street # 01,
DHA, Phase VI, Karachi
8. Mr. Ali Raza,
R/o Plot 14-C, muslim comm. Street # 01,
DHA, Phase VI, Karachi
9. Mr. Raheel Haroon,
R/o Plot 4-C, muslim comm. Street # 01,
DHA, Phase VI, Karachi



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KE-2386/04/2019

Mr. Rochi Ram Dara

Flat No. 1002, Block-K,
Creek Vista Apartment,
DHA Phase VIII, Karachi.

..... **Complainant**

Versus

K-Electric Limited (KE)

KE House No. 39-B,
Sunset Boulevard Phase-II, DHA, Karachi.

..... **Respondents**

Cantonment Board Clifton

Chief Engineer, Cantonment Board Clifton,
CC-38 Street 10, Khayaban-e-rahmat, Phase 6, DHA, Karachi

Defence Housing Authority

Project Director, Directorate, Phase-VIII,
Plot No. 34, Khayaban-e-mujahid, Phase-V, DHA, Karachi

Dates of Hearings: August 29, 2019

October 04, 2019

November 14, 2019

On behalf of:

Complainant: 1) Mr. Akshay Dara

Resident(s): 1) Mr. Mukhtar

Respondents:

K-Electric: 1) Mr. Asif Shajer, DGM (Regulations)
2) Mr. Imran Hanif, DM (CS)
3) Mr. Col (R) Klarar Ahmed, HOD (Technical)

Cantonment Board Clifton: 1) Mr. Altaf Hussain, SDO

Subject: **ORDER OF NEPRA IN THE MATTER OF COMPLAINT FILED BY MR. ROCHI RAM DARA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING RELOCATION OF PMT**

ORDER

This Order shall dispose of the complaint filed by Mr. Rochi Ram Dara (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 from Mr. Rochi Ram Dara against K-Electric (KE) on April 24, 2019, wherein the Complainant submitted that a PMT has been installed in front of his plot bearing No. 22C, Muslim Commercial Street 1, DHA phase 8, Karachi and the 11 kV line/PMT is very close to the building and is hazardous. Moreover, the said PMT is used to feed electricity to other buildings in the vicinity. The Complainant added that they had requested KE for shifting of PMT, but no action has yet been taken.

3. The matter was taken up with KE and also a site inspection was conducted by NEPRA on August 02, 2019, in presence of the Complainant and KE officials. According to KE, the PMT was installed prior to the construction of building and now an amount of Rs. 21, 00,000/- (approximately) is required to shift the same. The site inspection revealed that, the PMT has been installed in violation of safety standards and the gas pipeline/valves present under the PMT may cause an accident when the connections are energized. Also, there is no safe clearance between the building and HT line/PMT, which can cause accident at any time.

4. In order to finalize the matter another hearing was scheduled for August 22, 2019, at NEPRA Head Office, Islamabad, which was rescheduled on the request of KE for August 29, 2019, at NEPRA Regional Office, Karachi. The Defence Housing Authority (DHA) representatives were also invited to attend the hearing, however, the hearing was attended by the Complainant and KE officials only and the DHA officials did not attend the same. Both the parties submitted their respective arguments. The Complainant re-iterated his earlier version regarding the potential hazard that the PMT poses. In response, KE admitted that the said PMT is indeed in violation of the Safety Standards and NEPRA rules, yet the officials also submitted that the subject PMT was installed as per duly approved master plan for electricity infrastructure in the area and a No Objection Certificate (NOC) was also provided by Cantonment Board Clifton (CBC) prior to the installation of the said PMT. KE vide letter dated September 13, 2019, communicated the issue to Chief Engineer - Cantonment Board Clifton, Karachi, for an early resolution of the matter.

5. In order to resolve the matter at the earliest and avoid any mishap and delay, another hearing was scheduled on October 04, 2019, at NEPRA Regional Office, Karachi, which was attended by officials from Cantonment Board Clifton, KE and the Complainant. The representatives of CBC informed that the responsibility of CBC is to the extent of providing road cutting and other civil works for laying supply lines; for which the cost is recovered from the sponsor/consumer. However, CBC officials agreed that the PMT should not have been installed at the present location owing to feeding electricity to some other building. The Complainant added that the said PMT should have been installed near to the

buildings for which the PMT has been installed instead of installing the same in front of his plot/property. In order to provide an opportunity to the consumers being supplied electricity from the impugned PMT, a hearing was scheduled on November 14, 2019 at NEPRA Regional Office Karachi. However, only one consumer, namely, Mr. Mukhtar attended the hearing, who informed that he is owner of 2 flats which have been purchased from the builder. He further informed that shifting of the impugned PMT close to their building will affect the building's aesthetic value. However, he agreed upon bearing the sharing cost for repositioning of the impugned PMT. None of the other residents/beneficiaries of the said PMT attended the hearing.

6. The case has been examined in detail in the light of written/verbal arguments of the parties and the following has been concluded.

- i. A PMT having a 100kVA capacity was installed in front of plot No. 22C, Muslim Commercial Street 1, DHA phase 8, Karachi in the past and the same PMT feeds electricity to some other buildings away from the site of the PMT. KE should have not installed the said PMT at the present location especially when it was in their knowledge that the said PMT will feed electricity to some other buildings. It appears that the owner of the building(s) managed to install the PMT at the present location as there was no building constructed on the plot/property of the Complainant at that time.
- ii. The Complainant constructed a building on the said plot and now the PMT/HT line is very close to the newly constructed building which is in violation of the safety standards. Upon enquiry it was informed by the Complainant that the building has been constructed as per the design approved by DHA and no violation in construction has been carried out. Furthermore, the gas pipeline/valves are under the PMT which may cause accident when connections are energized. According to KE, at the time of installation of the PMT, the said plot was empty and also the PMT has been installed after acquiring NOC from Cantonment Board Clifton Karachi. The Cantonment Board Clifton representatives are of the view that the NOC was provided for installation of supply lines, whereas ensuring safety standards is responsibility of KE.
- iii. The site inspection revealed that in the vicinity some other PMTs are also installed. In order to resolve the instant issue, the load of the impugned PMT can be shifted to some other PMT by enhancing its capacity.
- iv. The impugned PMT has been installed in violation of the safety standards and it can cause an accident at any time, if safety measures are not taken in time. This fact has also been admitted



by KE in its letter to CBC. In case if any accident takes place in future, KE will be held responsible for not ensuring safety standards.

7. The prime responsibility to ensure safety standards rests with KE. In case, if any accident occurs, KE will be held responsible and NEPRA will ask KE being its licensee. In view of the said KE is directed to:

- i. Shift the PMT in consultation with CBC on a location to be indicated by CBC.
OR
- ii. Remove the impugned PMT and Shift the load of this PMT to some other PMT(s) by augmenting/enhancement of capacity of that PMT.

The expenses for shifting of the PMT/Up-gradation of other PMT shall be borne by the consumers for which the impugned PMT was installed. Moreover, in case of upgradation, both the removed PMTs (impugned PMT and the PMT which has been augmented) may be utilized by KE as per its requirement and cost of the same PMTs be adjusted in the estimate under the provisions of NEPRA Consumer Eligibility Criteria 2003. Further, the expenses for road cutting/civil works will be borne by CBC.

8. Compliance report be submitted within thirty (30) days.


(Rehmatullah Baloch)
Member (Consumer Affairs)

Islamabad, November 20, 2019