



May - July 2016

AZM

QUARTERLY -E- NEWSLETTER



**5TH KE LYARI
FOOTBALL
LEAGUE - 2016**



**K-ELECTRIC SIGNS
AN AGREEMENT
WITH TELENOR**



**E2E SOLUTION
IMPLEMENTED FOR
TECHNICAL
COMPLAINTS**



AWARDS
**K-ELECTRIC WINS TWO
NATIONAL SAFETY AWARDS**

K-ELECTRIC SIGNS AN AGREEMENT WITH TELENOR PAKISTAN FOR SMART GRID PROJECT

K-Electric smart grid team has entered into an agreement with Telenor Pakistan to provide a mobile communication platform for its Smart Meters and Smart Devices. Data communication plays a major role in linking remote and field devices to back-end systems, and this partnership will help in enhancing KE's existing and future smart grid initiatives. KE Smart Grid has installed remotely managed smart meters at customers' premises and transformers backed by IT systems to manage the information they provide. The ability to accurately monitor energy flows and the network health will result in reduced energy losses, improved recoveries and increased productivity as well as better network service.



Energy That Moves Life



AUTOMATED COMPLAINTS MANAGEMENT SYSTEM IMPLEMENTED

K-Electric has implemented a state-of-the-art GIS (Geographic Information System) based complaints management system. Currently in the pilot phase, the new system is capable of resolving consumer complaints much faster during power outages. The project marks another milestone achievement for K-Electric as the Company continuously strives to improve efficiency and customer experience.

KE consumers in the pilot areas will now experience quicker response and faster outage resolution. The newly installed system will enable identification of locations and further reduce the response time of consumer complaints.



K-ELECTRIC COMPLETES 100 MW METERING BAY

Two 132 KV metering bays from the Nooriabad SNPC 100 MW power plant were inaugurated this year. The project has been completed in a record time of 3 months. Once the Nooriabad plant is completed, it is expected to have a significant impact on the strength and reliability of the KE network.

K-ELECTRIC WINS TWO NATIONAL SAFETY AWARDS

K Electric's efforts to maintain a safety culture in the organization were recognized as the organisation was presented with 2 national safety awards. The first was the "NATIONAL FIRE AND SAFETY AWARD – 2016" by the National Forum for Environment and Health and Fire Protection Association of Pakistan. KE won this award for the fifth consecutive year.

The organisation also attained third position in the "Overall Category" at the 11th Employers' Federation of Pakistan - Occupational Health, Safety & Environment awards.

The awards were presented in the recognition of the organisation's safety practices for its employees and the commitment of the management towards continual improvement in the field of Occupational Health, Safety & Environment.



PROJECT URAAN

Project Uraan has been launched by KE's Distribution department to motivate their recovery teams working in the field. The main objective of the project is to acknowledge the hard work that is put in by the teams and give tokens of appreciation for their unrelenting efforts.



Project Uraan

Effective For The Period Of 15 Apr' 2016 - 30 Jun' 2016

اڑان



WORLD SAFETY DAY – PROMOTIONAL ACTIVITIES

Each year, World Safety Day is celebrated across multiple functions at K-Electric. The celebration this year included a parade with the renewing of the safety oath along with specialised trainings conducted for the ground staff.

As an organisation, KE strongly believes in extending the message of safety to its customers as well. Keeping in line with this, safety awareness sessions were carried out in the customer service section at IBC Orangi. This session revolved around how safety can be enhanced at home.

International Day for health and safety at work is celebrated every year on the 28th of April. The motive behind the celebration is to promote a safety and health culture at the workplace thus reducing the number of work-related accidents.



WAFAQI MOHTASIB INAUGURATES INTERNET LINK WITH KE

K-Electric hosted Wafaqi Mohtasib, the Federal Ombudsman, to inaugurate its first ever Internet Link in Pakistan with KE.

The institution will facilitate K-Electric in modifying the existing complaint resolution structure whereby complainants should avail the opportunity to first visit the Distribution legal department to resolve billing disputes through out of court settlements.

In addition, the Ombudsman agreed to provide maximum support to K-Electric with regards to the new anti-electricity theft law that provides recovery of dues from defaulting consumers post finalisation / settlement of the case as arrears of land revenue.



5TH KE LYARI FOOTBALL LEAGUE - 2016

The KE Lyari League was held from April 28th to May 27th, 2016 at people's Football Stadium and KMC Football Stadium, Lyari. The league, which was played in an under 16 format for the first time, is an example of KE's commitment to give back to society and develop local communities.

This year the tournament was organised by K-Electric in association with the Anti-Narcotics Force and Pakistan Rangers. It featured 288 players from 16 teams with the teams named after Lyari's football legends. These participants were selected from more than 1000 players of Lyari after comprehensive trials.

After 24 exciting matches, four teams qualified for the semi-finals: M.M Mehdi, Capt. Umar Hangor, Sir Siddiq Singhar and Imam Baksh Sajidi.

The closing ceremony and the final match were held on 7th May 2016, at people's Football Stadium, Lyari. The stadium was packed with hundreds of energetic spectators, who witnessed the thrilling finale, in which Imam Buksh Sajidi defeated Sir Siddiq Singhar by 2-1.

Imam Buksh Sajidi was awarded PKR 100,000 for winning the league, whereas Sir Siddiq Singhar was awarded PKR 75,000 for securing 2nd position, and MM Mehdi was awarded PKR 50,000 for 3rd position.

Speaking on the occasion, CEO K-Electric Tayyab Tareen said, "I would like to extend my heartfelt gratitude to the winning team. Both teams made the past football legends of Lyari proud with their technical display and skill set. This part of Karachi has always been known for footballing greats. And the objective of this tournament is to produce a crop of future footballing heroes on an international level."



K-ELECTRIC PARTNERS WITH KARACHI RELIEF TRUST, AMAN FOUNDATION & VOICE OF KARACHI

K-Electric entered into a partnership with Karachi Relief Trust, Aman Foundation & Voice of Karachi to provide pre-emptive relief and support to the public from harsh weather conditions.

In anticipation of the hot summer months, the organisation geared up to provide the people of Karachi with all the necessary protection and support should a harsh heat spell hit the city. ORS and water were distributed to the public on a massive level. In addition, along with its partners, KE published several leaflets regarding the importance of protection from the sun and how heat strokes can be prevented. These were given out and awareness sessions held for the public regarding tips for the summer.



CONSUMER CARE GALA IN ORANGI II

A Consumer Care Gala was organized by IBC Orangi II to facilitate the resolution of billing disputes and encourage recovery from the non-paying customers. This was the 4th gala of its kind and was well-received by the residents of Orangi.

The customer care and network teams from IBC Orangi had set up shop at the gala and provided on the spot resolutions for queries and complaints by the consumers. Tameer Bank collaborated with IBC Orangi to provide a bill payment facility at the event.

In addition to these facilities, the consumers were provided with free eye checkups, in collaboration with LRBT. Various activities like face-painting, coloring and speech competitions were also organised for the children visiting the gala with their parents.

