

**CONSUMER GRIEVANCE REDRESSAL FORUM – URBAN LEVEL  
NOIDA POWER COMPANY LIMITED  
GREATER NOIDA**

**IN THE MATTER OF:**

**COMPLAINT NO. UF/15/2024**

**BIG BOND INDUSTRIES**

**...COMPLAINANT**

**VERSUS**

**NOIDA POWER COMPANY LIMITED**

**...OPPOSITE PARTY**

**Quorum:**

1. SHRI JITENDRA KUMAR DHAMAT, CHAIRMAN, CGRF
2. SMT. VEENITA MARATHIA, INDEPENDENT MEMBER, CGRF
3. SHRI MULENDRA KUMAR SHARMA, FIRST NOMINATED MEMBER, CGRF
4. SHRI SATYA PRAKASH SHARMA, SECOND NOMINATED MEMBER, CGRF

**Appearance:**

1. Shri Sushil Upadhyay, on behalf of the Complainant
2. Shri Kapil Dev Sharma, Senior Manager (Legal) on behalf of Noida Power Company Limited

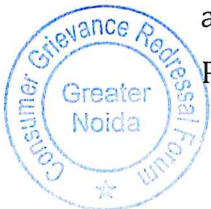
**Judgement:**

**Date of Hearing:** 04-03-2025

**Date of Order:** 28th March '2025

**Order Pronounced By:** Smt. Veenita Marathia

1. The instant Complaint has been filed by M/s Big Bond Industries (hereinafter referred to as "the Firm"), a partnership firm located at Plot No. A-2/117 and A-2/136, Surajpur Industrial Area, Sai-5, UPSIDC Greater Noida, District Gautam Buddha Nagar, through its partner, Shri Narendra Upadhyay (hereinafter referred to as "the Complainant"), under the UPERC (Consumer Grievance Redressal Forum) Regulations, 2022 (hereinafter referred to as "Regulations,2022").



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2. The Complainant has stated that he obtained an electricity connection of 500 kVA for industrial purposes, for which he deposited a security amount of Rs. 7,60,000/- with the Opposite Party. The Complainant has alleged that he never received a 24-hour electricity supply from the Opposite Party and was never informed regarding power cuts. Due to these disruptions, his partnership firm suffered significant losses. As the Firm's business operations relied on a continuous power supply, the erratic supply made it impossible to sustain operations.
3. Accordingly, by a letter dated 08.11.2017, the Complainant requested for permanent disconnection of the electricity supply. The Complainant has further stated that despite this request, the Opposite Party has unjustifiably demanded Rs. 20, 42, 853/- , even though no dues were pending. He had also sent a legal notice regarding this matter.
4. Upon the joint request of both parties, the matter was adjourned on multiple occasions (25.10.24, 12.11.24, 29.11.24, 06.12.24, 23.01.25, and 07.02.25) to facilitate the possibility of an amicable settlement. However, the Complainant appeared only twice during these proceedings. Notably, despite the adjournments, the parties have been unable to arrive at an amicable resolution.
5. The Opposite Party submitted its reply on 04.03.2025, refuting all allegations levelled against it and averred that the Complainant has not filed the demand notice or bill on record, which the Complainant is disputing in the present complaint. The Opposite Party contended that the Complainant had not applied for permanent disconnection in the prescribed format, as required under the Uttar Pradesh Electricity Supply Code, 2005 (hereinafter referred to as the "**Supply Code,2005**"). Additionally, the letter dated 08.11.2017 did not bear the Company's stamp. The Opposite Party further stated that the Complainant continued to use the electricity supply and made payments from time to time even after the above-referred letter. On the hearing dated 04.03.2025, the Complainant appeared before this Forum and reiterated that he is trying to settle the matter with the Opposite Party. Consequently, this Forum reserved its order on the same day while granting an opportunity to the parties to settle the matter amicably.



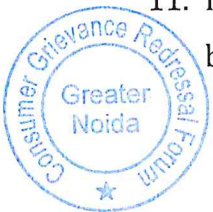
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6. Even after providing multiple opportunities to the parties to settle the Complaint amicably, no amicable settlement has been reached by them. This Forum has not received any communication regarding the settlement as of now. In light of this and considering the lack of progress in resolving the matter amicably, this Forum has decided to proceed with the case and render its Order accordingly.
7. After reviewing the Complaint and the Reply submitted by the Opposite Party, this Forum is of the view that for permanent disconnection of an electricity connection, a consumer must apply as per the procedure prescribed in the Supply Code, 2005. The Complainant has failed to follow the requisite procedure for permanent disconnection. The letter dated 08.11.2017 cannot be treated as a formal application for permanent disconnection.
8. **This Forum directs the Opposite Party to prepare the final bill strictly in accordance with the provisions of the Supply Code, 2005, by treating the last recorded meter reading as the date of temporary disconnection and adjust the security deposit, accordingly. The Opposite Party may take the help of CMRI data for the last reading if it is available in its records.**
9. **This Forum directs that the Opposite Party shall strictly adhere to the provisions outlined in the Uttar Pradesh Electricity Supply Code, 2005, regarding permanent disconnections.**
10. The Opposite Party shall provide the final bill to the Complainant within 15 days from the date of this order. The Complainant shall make the payment within 30 days from the receipt of the final bill. If the Complainant fails to make the payment within the stipulated period, the Opposite Party shall be entitled to impose a surcharge at the rate of 1.25% per month for the first three months. Thereafter, for delays exceeding three months, a surcharge at the rate of 2% per month shall be applicable until the payment is made.
11. If the Complainant is aggrieved by this order, he may file a representation/appeal before the Company Level or the Hon'ble Electricity Ombudsman at Vidyut Niyamak



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Bhawan, Vibhuti Khand, Gomti Nagar, Lucknow-226010, within one month from the date of receipt of this order.

**The Complaint is disposed of in the aforementioned manner.**



Jitender Kumar Dhamat  
**(Chairman)**

अध्यक्ष  
उपभोक्ता व्यथा निवारण फोरम  
शहरी स्तर, ग्रेटर नोएडा



Veenita Marathia  
**(Independent Member)**



Mulendra Kumar Sharma  
**(First Nominated Member)**



Satya Prakash Sharma  
**(Second Nominated Member)**

