

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

**IN THE MATTER OF:**

**Old Complaint No. 76-C/2022  
New Complaint No. RF/01/2023**

**Ranveer Singh**

**...Complainant**

**Versus**

**Noida Power Company Ltd.**

**...Opposite Party**

**Quorum:**

1. Shri Gaurav Sharma (Chairman)
2. Shri. Sunil Kumar (Independent Member)
3. Shri Sunil Kumar (First Nominated Member)
4. Shri Arun Mavi (Second Nominated Member)
5. Shri Virendra Singh (Prosumer)

**Appearance:**

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

**Order:**

**Date of Hearing: 02.05.2024**

**Date of Order: 11/06/2024**

**Order Pronounced By: Shri. Sunil Kumar (Independent Member)**



The instant complaint was filed by Shri Ranveer Singh, resident of Kasna, Greater Noida- (hereinafter referred to as “the Complainant”) under the UPERC (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2007. Subsequently, following the incorporation of new CGRFs,

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*Sunil Kumar*

*Arun Mavi*

*Sunil*

*Kapil Dev Sharma*

the matter was transferred to this forum (CGRF – Rural Level) under the new UPERC (Consumer Grievance Redressal Forum) Regulations, 2022 (“Regulations, 2022”).

2. The Complainant has filed the present Complaint against Noida Power Company Limited (hereinafter referred to as the “**Opposite Party**”)
3. The Complainant is the registered consumer of the Opposite Party having consumer No. 2000127689 with the contracted load of 2kW. In the present Complaint has contended that his average electricity consumption was around 200 to 300 units, amounting to Rs 2,000/- to 2,5000/-, but in the month of May 2020, the electricity consumption was drastically raised to 1,491 units, amounting to Rs 14,686/-.
4. The Complainant has also contended that despite the above-mentioned fact he has made payment on three occasions i.e. on 23.10.2020 Rs 1,100, 12.06.2021 Rs 2,043 and on 09.10.2021 Rs 2,401 has been paid by him. The Complainant vide complaint dated 14.02.2022 and 28.02.2022, made similar averments to the Ld. District Magistrate, Gautam Budh Nagar. The Complainant has also submitted his letter dated 28.02.2022 through which he has raised his grievances before the NPCL.
5. The Complainant has also asserted that despite his best efforts, his grievances has not been resolved by the Opposite Party and he is being falsely accused of illegal reconnection of his electricity supply.



**The Complainant prayed for the following reliefs:**

- a) To correct the meter reading and electricity bills from the month of May 2020
- b) To dispose of the case of electricity theft booked against him by the Opposite Party.
- c) To change and reconnect his electricity meter.

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*Kanwar*

*Dr. M. V.*

*Sunil*  
*Anand*

7. The Opposite Party filed its Reply on 25.08.2022. The Opposite Party has submitted that the bills were raised on the basis of consumption recorded in the meter fixed at the Complainant's premises. The Opposite Party contended that the Complainant has made last payment of Rs 2,041/- on 09.04.2021 against the total outstanding dues of Rs 51,988/-. It has been further submitted by the Opposite Party that on 14.06.2021 an inspection was conducted by the officials of the Opposite Party and it was observed that Complainant was involved in direct theft of electricity by illegally tapping from nearby LT mains. Accordingly, an assessment amount of Rs 61,933/- was raised against the Complainant. The Opposite party has also filed a criminal complaint U/s 135 of the Electricity Act,2003 vide complaint no. 718/2022 before the Hon'ble Special Court of Electricity.
8. The Opposite Party has submitted that, another inspection was conducted on 28.08.2021 at the premises of the consumer and it was again found that the complainant was indulged in the direct theft of electricity and a final assessment bill of Rs 38,091/- was raised against the Complainant. On 20.12.2021, the electricity connection of the Complainant was temporarily disconnected due to non-payment of the outstanding dues.
9. It is the contention of the Opposite party that Complainant instead of making the payment and resolving the issue continued to use the electricity supply by illegal means and after temporarily disconnection of his meter, Complainant illegally reconnected the meter which was again temporarily disconnected on 24.02.2022. The Opposite Party further submitted that in the instant complaint, Complainant himself admitted that he is illegally using electricity supply from his brother's electricity connection.



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10. The Opposite Party further submitted that there is no deficiency or defects from its side. The disputed bills were generated as per the Electricity Act, 2003, U.P. Electricity Supply Code, 2005 and various tariff order issued from time to time, thus, there is no deficiency or defects in its services.
11. On 17.11.2023, Complainant in writing requested to the Forum that his connection should be reconnected as he is willing to make the payment of Rs 20,000/-. This Forum, vide its order dated 17.11.2023 ordered the Opposite Party to restore the supply of the Complainant subject to payment of Rs 20,000/- as requested by the Complainant on interim basis. Further, the Opposite Party was directed to conduct a site inspection at the premises of the Complainant.
12. The Opposite Party apprised the Forum that in compliance of the order dated 17.11.2023, meter was tested on 22.11.2023 and the same was replaced on 24.11.2023 due to defect in time clock. However, meter was working perfectly. After replacement of meter, the Opposite Party has revised the bill by waiving delayed payment surcharge. Now the total outstanding electricity charge stands for Rs. 55,067/- till the month of Dec-2023.
13. On 08.01.2024, the Complainant filed another application, wherein he had apprised the forum that his bill was revised to Rs. 55,067/-. The Complainant also submitted that he is willing to pay and settle the bill in six (6) instalments and the entire theft assessment raised against him shall be castaway. However, on 11.04.2024 the Complainant paid the entire amount in two instalments (Rs. 30000/- & 26000/-).
14. The Complainant has settled his grievances in the light of letter dated 08.01.2024 and paid his entire outstanding dues. The Opposite Party has also changed the meter. Now there is nothing to decide in the matter. As far as relief



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pertaining to theft assessment is concerned, the same relief is beyond the jurisdiction of this Forum. The Complainant has the liberty to invoke the jurisdiction of the appropriate forum.

Therefore, in the light of the above observations, the Complaint is disposed of as settled.

**The Application is disposed of as above.**

No order as to the cost. Both the parties should be informed accordingly. Proceedings closed.

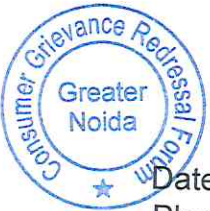
**Gaurav Sharma**  
(Chairman) अध्यक्ष  
उपभोक्ता व्यथा निवारण फोरम  
ग्रामीण स्तर, ग्रेटर नोएडा

**Sunil Kumar**  
(Independent Member)

**Sunil Kumar**  
(First Nominated Member)

**Arun Mavi**  
(Second Nominated Member)

**Virendra Singh**  
(Prosumer)



Date: \_\_\_\_\_  
Place: Greater Noida