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

IN THE MATTER OF:

**Complaint No. 78-C/2022
New Complaint/Application No. UF/8/2023**

Mohammad Abdul Suaib

...Complainant

Versus

1. Panchsheel Buildtech Pvt. Limited

2. Noida Power Company Ltd.

...Opposite Parties

Quorum:

1. Shri Jitendra Kumar Dhamat (Chairman)
2. Smt. Veenita Marathia (Independent Member)
3. Shri Mulendra Kumar Sharma (First Nominated Member)
4. Shri Satya Prakash Sharma (Second Nominated Member)
5. Shri Prem Kumar (Prosumer)

Appearance:

1. Mohammad Abdul Suaib, Complainant, Not Present
2. Rahul Kumar, Advocate for Opposite Party No.1
3. Shri Kapil Dev Sharma, Senior Manager (Legal) on behalf of Noida Power Company Limited

Date of Hearing: 23.02.2024

Date of Order: 05.04.2024

Order Pronounced By: Smt. Veenita Marathia (Independent Member)



Order:

The instant complaint was filed by Mohammad Abdul Suaib (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, the matter was transferred to this forum (CGRF – Urban Level) under the new UPERC (Consumer Grievance Redressal Forum) Regulations, 2022 ("**Regulations, 2022**").

The Complainant, a resident of Panchsheel Green – I, Sector 16B, Greater Noida West, filed the complaint against Panchsheel Buildtech Pvt. Limited (referred to as "Opposite Party No.1") and Noida Power Company Limited (referred to as "Opposite Party No.2").

The Complainant alleged that Opposite Party No.1 had ceased the recharge facility of electricity meters for residents/owners with pending common area maintenance (CAM) charges, leading to power disconnection. Despite interventions by the District Magistrate and directives from OSD, Greater Noida Industrial Development Authority, Opposite Party No.1 continued its default, contravening orders of the Greater Noida Authority and Tariff Orders issued by the Hon'ble Uttar Pradesh Electricity Regulatory Commission (hereinafter referred to as the "**State Commission**").

Additionally, the Complainant contended that Opposite Party No.1 was not levying Fixed Charges on a "no profit no loss" basis, thus violating guidelines of the State Commission.

The Complainant prayed for the following reliefs:

- (a) Resumption of Prepaid Electricity Meter recharge without any limits.
- (b) Unblock residents from recharging via Paytm app.
- (c) Recovery from Panchsheel Buildtech against para 4 (L) for the benefit of all residents as per specified orders.

In response, Opposite Party No.2 submitted a brief reply, highlighting the guidelines issued to single point bulk load consumers and the mandate to convert single point connections to multi-point connections.

The Opposite Party No.1, in its reply, mentioned the non-payment of maintenance charges by the Complainant and asserted its lack of control over recharge limits or payments via Paytm.

The Complainant filed a rejoinder, emphasizing Opposite Party No.1's duty to provide uninterrupted electricity services and seeking recovery of excess charges under relevant regulations.

Subsequently, the new Regulations, 2022, necessitated the establishment of new CGRFs. Following the operationalization of the new CGRFs, the matter was listed for several hearings (02.11.2023, 24.11.2023, 22.22.2023, 05.01.2024 & 23.02.2024), during which the Complainant was absent despite the fact that this forum vide its various email & telephonically informed him about the next date of hearings.

After repeated follow-ups by the Opposite Party No. 2, in an email dated 11.03.2024, the Complainant informed the Forum regarding installation of NPCL Multipoint meters and disconnection of Builder's Electricity connection, hence the Complaint lost its importance. The Opposite Party No. 2 has also confirmed that the society in which the Complainant is residing has been fully converted from single point to multipoint electricity connection in accordance with 13th Amendment of Supply Code, 2005.

In the light of the email dated 11.03.2024 of the Complainant, the Complaint is dismissed as infructuous. As regards, the request of the Complainant vide its E-Mail dated 11.03.2024 requesting audit of Opposite Party No. 1 is beyond the scope of the Complaint as the same was not originally sought in the complaint, therefore, the same cannot be entertained at this stage.

Complaint dismissed as infructuous. No order as to the cost.

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Jitender Kumar Dhamat
(Chairman)

Veenita Marathia
(Independent Member)

Mulendra Kumar Sharma
(First Nominated Member)

Satya Prakash Sharma
(Second Nominated Member)

(H.P.)
Prem Kumar
(Prosumer)

Date: 05/04/2024

Place: Greater Noida