

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

IN THE MATTER OF:

Complaint No. 22/UF/2025

Anup Kumar Rai

...Complainant

Versus

M/s Noida Power Company Limited

...Opposite Party

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

Appearance:

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

Order

Date of Hearing: 28.11.2025

Date of Order: 19.12.2025

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

The instant complaint has been filed by Mr. Anup Kumar Rai (hereinafter referred to as "**the Complainant**"), a domestic consumer under LMV-1 category bearing Consumer No. 2000108141 with a sanctioned load of 3 kW, against Noida Power Company Limited (hereinafter referred to as "**the Opposite Party**") under the UPERC (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2022 (hereinafter referred to as "**Regulations, 2022**"), alleging issuance of inflated electricity bills for the months of July, 2025 and August, 2025.

The Complainant has stated that the electricity bill for the billing period 21.06.2025 to 17.07.2025 reflected a recorded consumption of 3094 units amounting to ₹20,809, and the subsequent bill for the period 17.07.2025 to 14.08.2025 reflected a consumption of 2826 units amounting to ₹19,012. The Complainant contended that



Anup Kumar Rai

Page 1 of 4

Veenita Marathia

Kapil Dev Sharma

the said consumption was abnormally high as compared to his past consumption pattern and could not be justified given the sanctioned load of 3 kW.

It has further been submitted by the Complainant that upon receipt of the July, 2025 bill, he lodged a complaint with the Opposite Party on 01.08.2025, pursuant to which a field technician of the Opposite Party visited the premises on 05.08.2025. During the said visit, the technician observed an earthing-related issue within the internal wiring system of the consumer's premises. The Complainant has admitted that the rectification of the earthing issue was carried out by a private electrician engaged by him on the same day, i.e., 05.08.2025.

The Opposite Party, in its reply, denied the allegation of inflated or erroneous billing and submitted that immediately upon receipt of the complaint, it initiated technical verification. The Opposite Party further submitted that the electricity meter installed at the Complainant's premises was inspected and tested on 05.08.2025 and again on 11.08.2025, and on both occasions the meter was found to be functioning correctly and within permissible accuracy limits.

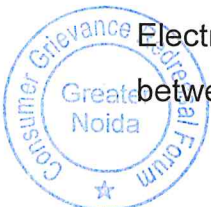
The Opposite Party further submitted that the second inspection conducted on 11.08.2025 was undertaken after the earthing issue at the consumer's premises had been rectified, in order to rule out any residual technical anomaly or meter-related defect.

Therafter, on hearing dated 28.11.2025, this Forum advised both the parties to arrive at an amicable settlement, if there is any possibility of the same. However, on hearing dated 15.12.2025, the Opposite Party informed the Forum that no mutually agreeable settlement could be arrived at.

Forum's Analysis and Findings:

The Forum has heard both the parties and length, gone through all the submissions made by the parties, and has arrived at the following conclusions:

The Forum notes that under the scheme of the Electricity Act, 2003, read with the applicable provision of the Uttar Pradesh Electricity Supply Code, 2005 (hereinafter referred to as "**Supply Code**") and the safety regulations issued by the Central Electricity Authority (hereinafter referred to as "**CEA**"), a clear distinction is drawn between the distribution system and metering infrastructure of the distribution



[Handwritten signatures in blue ink]

licensee and the electrical installation of the consumer. The obligation of the distribution licensee relates to the provision and maintenance of electricity supply and metering up to the point at which electricity is delivered to the consumer, whereas the internal wiring, earthing and electrical installations beyond such point fall within the control and responsibility of the consumer.

Upon a cumulative assessment of the pleadings, inspection reports and submissions, the Forum finds that the high consumption recorded during the disputed period coincided with the existence of an internal earthing issue at the Complainant's premises and that the electricity meter was conclusively established to be functioning correctly through two separate inspections.

In the present case, the Forum notes that the existence of an earthing issue within the Complainant's premises during the disputed period is not in dispute and that the same was rectified by the Complainant through a private electrician as stated by the Complainant in his Complaint itself. The Forum further notes that the electricity meter was tested both prior to and subsequent to such rectification and was found to be correct on both occasions. The Complainant has not placed on record any independent technical material or test report to rebut the findings of the inspections carried out by the Opposite Party.

During the hearing dated 10.09.2025, considering the pendency of the billing dispute, the Forum directed the Complainant to deposit 50% of the disputed amount as an interim measure. The Forum notes that the Complainant complied with the said direction and electricity supply was continued without interruption.

The Forum also examined the contention regarding billing on higher demand. It is noted that although the sanctioned load of the Complainant is 3 kW, the bills for the months of September 2025 and October 2025 were initially raised reflecting a demand of 10 kVA. Upon verification of the sanctioned load particulars, the Opposite Party rectified the said bills by revising the billing demand in accordance with the sanctioned load of 3 kW.

The Forum is of the considered view that mere deviation from past consumption, in the absence of any meter defect or failure on the part of the distribution system, does not render a bill erroneous or inflated. Once the meter is found to be functioning



Sharma
Page 3 of 4

Verma
Sharma

correctly, the consumption recorded therefrom cannot be disregarded, particularly where excess consumption is attributable to conditions within the consumer's installation. Where the meter is inspected and found to be functioning correctly and no defect attributable to the distribution system is established, the Forum finds no basis to hold the distribution licensee responsible for consumption arising due to conditions within the consumer's premises and beyond the point of supply, i.e., the meter. In this particular case, the complainant has admitted he got the suspected earthing issue rectified by a private technician.

In view of the above, the Forum finds that no deficiency in service is established against the Opposite Party. The Complainant is liable to pay the balance amount of the disputed bills after adjustment of the amount already deposited pursuant to the interim direction dated 10.09.2025.

The Opposite Party is directed to ensure that future bills are raised strictly in accordance with the sanctioned load and applicable tariff, as already undertaken. The complaint is disposed of accordingly.

All the pending applications are dismissed.

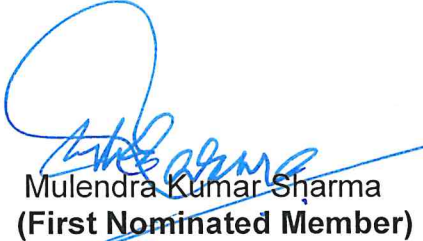
No order as to the cost. Both the parties should be informed accordingly.

Proceedings closed.


Jitender Kumar Dhamat
(Chairman)


Veenita Marathia
(Independent Member)


Satya Prakash Sharma
(Second Nominated Member)


Mulendra Kumar Sharma
(First Nominated Member)



Date: 19.12.2025
Place: Greater Noida