THE ELECTRICITY CONSUMER GRIEVANCE REDRESSAL FORUM, DURG

Regional Office, Raipur Naka, Durg-491001

Letter no. 102 dtd. 24/04/26

Case No. : CGRF/Durg/2026/28
Date of Registration : 27.02.2026

Zon Commissioner
Shivaji Nagar, Zone - 4
Nagar Nigam Bhilai
(B.P. No. 1001941596)

Applicant/Petitioner

Versus

Executive Engineer CSPDCL
West Division Bhilai
Assistant Engineer, CSPDCL
Power House Zone

Respondents

(Order passed on 23.04.26)

Sub: In the matter of excess billing due to improper meter reading.

Brief Facts of the Case

The Petitioner holds an electricity connection bearing B.P. No. 1001941596 with sanctioned load of 13.2 kW for street lighting at Ward No. 31, Shanti Para, Adarsh Nagar, Bhilai.The grievance of the Petitioner is that billing has been assessed between 3000 to 5500 units, which is alleged to be improper and without valid basis. The Petitioner approached the Respondents for resolution; however, the issue remained unresolved, leading to filing of the present petition before this Forum. The Forum register the issue under the case No

28/2026 and started hearing. Hearing done on this matter on dated 11.03.26, 23.03.26, 15.04.26 and 22.04.26.

During the hearing on this matter Shri Ajit Tigga SE, Shri Veshram Sinha EE and Shri Palash Vaidh Sdo from nagar Nigam bhilai present. Shri T.N. Banchor EE West div and Shri Nirmal Kumar Kurre AE power house zone present. During the hearing on 11.03.2026, representatives of both parties were present. The petitioner explained their grievance before the Forum in detail and requested to resolve the grievance.

Proceedings Before the Forum

On 11.03.2026, both parties were present. The Respondents submitted that billing was done as per Clause 9.16 of Supply Code 2011 based on average consumption. The Forum directed the Respondents to submit meter reading diary and relevant records during the next hearing.

On 23.03.2026, Respondents submitted the required documents. On perusal of the meter reading diary (Dec 2023 to Feb 2026), the Forum observed that from Nov 2023 to Dec 2024, meter readings were regularly recorded and meter status was "OK". In January 2025, meter was replaced and consumption recorded was 1665 units. In February 2025, billing was done on door lock basis. In March 2025, billing was done for 5412 units.

In June 2025 and July 2025, meter status was recorded as defective. In August 2025, defective meter was replaced with smart meter. After

replacement of the meter, average consumption for three months was 4027 units.

It is also notice that LT power factor surcharge has been levied on this consumer from Nov-23 to Feb-25. Forum directed the respondent to submit the justification towards LT capacitor surcharge during the above period.

During the hearing on 15.04.26 and 22.04.26 respondent submit the details.

Issues for Determination

(a) Whether the assessment/average billing carried out by the Respondents is correct?

(b) Whether imposition of power factor surcharge is justified?

Observation and Analysis of The Forum

(a) On Assessment Billing The Respondents have applied average billing under Clause 9.16 of Supply Code 2012. However, the Forum finds: From Nov 2023 to Dec 2024, meter was healthy and readings available, hence: No assessment/average billing is permissible for this period. For February 2025 (door lock case): Assessment should have been done strictly as per prescribed methodology (average of past consumption), which is not properly reflected. For June 2025 and July 2025 (defective meter period): Assessment has not been carried out correctly as per Supply Code provisions. The billing of 5412 units in March 2025 appears to be a lump-sum adjustment

without proper basis. Therefore the assessment carried out by the Respondents is partly incorrect and not in full compliance with Supply Code provisions. However post replacement consumption (~4027 units) indicates that actual consumption level lies in similar range, and hence consumption itself is not abnormal.

(b) On Power Factor Surcharge Power factor surcharge imposed from Nov 2023 to Aug 2025 Meter reading diary does not contain power factor readings As per norms power factor surcharge can be levied only when readings are recorded. Hence imposition of power factor surcharge is not justified and liable to be set aside.

Order

In view of the above findings, the Forum issued following orders

1. The Respondents are directed to revise the billing for the disputed period by considering actual meter readings wherever available Recalculate the February 2025 (door lock case) as per prescribed method of supply code Reassessing June 2025 and July 2025 (defective period) strictly as per Supply Code provisions Avoid lump-sum adjustment without proper calculation basis.
2. Withdraw power factor surcharge from Nov 2023 to Aug 2025 and adjust/refund the amount in subsequent billing Ensure billing strictly on actual readings .Proper assessment methodology in exceptional cases.
3. The Respondents shall comply within 30 days and submit compliance report before this Forum. The Respondents is directed

to fully comply with the above order and to inform the Forum office in writing within 30 days from the date of issuance of this order.

4. The above order duly passed by this order.
5. The matter is disposed off based on the facts and reports presented before the Forum.
6. If the Applicant is aggrieved by the said order passed by the Forum, they may file and apple before the Hon'ble Electricity Omdubsman, Raipur, within 45 days from the date of receipt of this order.

(Mamta Kashyap)
Member
Consumer Grievance
Redressal Forum, Durg

(P.V. Sajeev)
Chairperson
Consumer Grievance
Redressal Forum, Durg