THE ELECTRICITY CONSUMER GRIEVANCE REDRESSAL FORUM, DURG

Regional Office, Raipur Naka, Durg-491001

Letter no. 103 dtd. 26/04/26

Case No. : CGRF/Durg/2026/26
Date of Registration : 27.02.2026

Zone Commissioner
Shivaji Nagar, Zone-4
Nagar Nigam Bhilai
(B.P. No. 1008189012)

Applicant/ Petitioner

Versus

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

Respondents

(Order passed on 25.04.26)

Sub: In the matter of meter reading of consumer is not proper resulting in incorrect billing

Brief Facts of the Case

1. The Petitioner holds an electricity connection bearing B.P. No. 1008189012 with sanctioned load of 23 kW for street lighting at Ward No. 42 near Transport Nagar Road, Government ITI Canal Road, Bhilai. The grievance of the Petitioner is that meter reading is not proper and not regularly recorded, resulting in incorrect billing. The Petitioner approached the Respondents; however, the issue remained unresolved, leading to filing of the present petition before this Forum.

उपभोक्ता शिकायत निवारण फोरम दुर्ग

2. CGRF Durg has been registered the case and started hearing on this matter.

3. Hearing done on this matter on dtd. 11.03.2026, 23.03.2026, 15.04.2026, 22.04.2026 & 24.04.2026.

4. 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.

Proceedings Before the Forum

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.

The Respondents submitted that: Meter readings remained stagnant during May and June 2025. The meter (L&T make, Sr. No. T0111790) was found defective (no pulse generation) The meter was subsequently replaced with a smart meter in July 2025. The Forum directed submission of meter billing report and meter reading diary. On 23.03.2026, Respondents submitted the required records.

On examination of records submitted by the respondent it has been notice that LT capacitor surcharge billing done without recoreding the power factor on meter diary. Hence Forum directed respondent to submit the justification towards the billing of LT power factor surcharge. Forum also directed the respondet to submit the present sanction load and status of connection after inspection. According

respondent carried out an inspection on 22.04.26 and submitted the report before the Fourm on 24.04.26.

Observations and Analysis of the Forum

On perusal of meter billing report (Dec 2021 to Feb 2026), the Forum observes that from Dec 2021 to Aug 2022 Zero consumption recorded. From Sep 2022 to Dec 2022 Low and irregular readings (993, 402, 365, 201 units). From Nov 2023 to Apr 2024 consumption found in range of 4000–5200 units, meter status "OK" April 2024 Sudden abnormal consumption recorded (16433 / 20201 units) May 2025 to Sep 2025: Highly fluctuating consumption (8201 to 10630 units) May–June 2025: Reading stagnant (meter defective) July 2025: Meter replaced with smart meter From the above, it is evident that: Meter readings were not consistent, not reliable, and showed abnormal variations over different periods. Date of connection is 26/11/2021 and the sanction load is 23 KW.

4. Issues for Determination

A) Whether meter reading and billing carried out by the Respondents is correct?

B) Whether imposition of power factor surcharge is justified?

5. Findings of the Forum

(A) On Meter Reading and Billing:

The Forum finds that there are multiple irregularities n meter recording Zero readings for long period Abnormally low readings Sudden spike

in consumption stagnant readings. These inconsistencies clearly indicate that meter was not recording correctly for substantial period.

Therefore billing based on such inconsistent readings cannot be treated as reliable Proper assessment billing as per Supply Code provisions should have been carried out Hence the billing done by the Respondents is not fully correct and requires reassessment.

On Defective Meter Period Meter was defective (no pulse) during May–June 2025, replacement of defective meter done in July 2025 As per standard practice consumption during defective period must be assessed based on average of previous healthy period or subsequent consumption. However the billing shows wide variation without systematic assessment Therefore assessment for defective period is not done properly. On Power Factor Surcharge Power factor surcharge imposed from April 2023 to November 2024 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.

Order

1. The Respondents are directed to reassess the billing for disputed period Dec-21 to June-25 by ignoring unreliable meter readings applying average consumption based on healthy period / post-replacement consumption by ensuring proper methodology as per electricity supply code.

2. For the defective meter period recalculate consumption for May–June 2025 based on average of prior/subsequent stable consumption Power Factor Surcharge.

3. Withdraw power factor surcharge from Dec-21 to June-24. Adjust/refund the amount in subsequent billing.

4. Respondent should ensure regular and accurate meter reading with proper recording of parameters in future.

5. Timely replacement of defective meter as per supply code norms proper recording of parameters.

6. 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.

7. The above order duly passed by this order.

8. The matter is disposed off based on the facts and reports presented before the Forum.

9. 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