THE ELECTRICITY CONSUMER GRIEVANCE REDRESSAL FORUM, DURG

Regional Office, Raipur Naka, Durg-491001

Letter No. 31 dtd 21/4/26

Case No. : CGRF/Durg/2026/25
Date of Registration : 27.02.2026

Executive Engineer
Nagar Nigam Bhilai
(B.P. No. 1002136836)

Applicant, Petitioner:

Versus

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

Respondents:

(Order passed on 20.4.26)

Sub: In the matter of billing dispute, wherein the Petitioner has challenged billing of 38,860 units in a single billing month (May 2024)

Brief Facts of the Case.

1. The Petitioner is having an electricity connection bearing B.P. No. 1002136836 with sanctioned load of 16 kW for street lighting at Ward No.30 near Baba Balaknath Mandir, Khursipar, Bhilai.

2. The grievance of the Petitioner is that in the month of May 2024, an electricity bill was issued by the respondents for 38,860 units, which according to the Petitioner is unjustified.

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3. The Petitioner approached the Respondents for redressal; however, the issue remained unresolved, leading to filing of the present petition.

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

5. Hearing done on this matter on dtd11.03.2026, 23.03.2026 & 15.04.2026.

6. 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.

The Respondents submitted that as per site inspection of consumer meter dated 03.06.2024, the meter reading was found to be 175,459 kWh, whereas the last billed reading was 136,599 kWh, resulting in 38,860 units of accumulated consumption, which was billed in May 2024.

The Forum directed the Respondents to submit meter reading diary and inspection records during next hearing On 23.03.2026. The Respondents submitted the desired information along with relevant documents.

It is also noticed that consumer has billed LT power factor surcharge from Nov 2023 to May 2024 where as power factor is not recorded in meter dairy and from June 2024 to Jan 2026 power factor billing not done in spite power factor reading was available Forum again directed the respondent to check this matter and provide the details information during next hearing During the hearing on 15 4.2026 respondent submitted the information as directed in last hearing.

Issues for Determination.

A) Whether billing of entire accumulated consumption in one billing cycle is justified?

B) Whether levy of power factor surcharge is valid in absence of recorded readings?

Observations and Analysis of the Forum

(A) On the issue of accumulated consumption due to improper meter reading:

The Forum has examined meter reading diary (Sept 2021 – Feb 2026) and site inspection report dated 03.06.2024 and billing records Thus, 38,860 units represent actual consumption not previously billed. On perusal of the meter reading diary from September 2020 to February 2026, it is observed that readings were regularly recorded and Meter status was consistently marked as "OK" Final recorded

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reading in April 2024: 136,599 units During site inspection of above connection on 03.06.2024 by respondent officer the reading was found to be 175,459 units, resulting in 38,860 units of unbilled accumulated consumption. The Forum finds that the accumulated consumption is genuine and actually consumed energy, and therefore liable to be billed. The Respondents billed the entire 38,860 units in May 2024 under LV6 tariff. However, the Forum observes Fuel Cost Adjustment (FCA) charges vary from month to month. Therefore billing of entire accumulated units in one month results in incorrect application of FCA. Therefore billing of entire accumulated consumption in a single month is not justified and not in accordance with fair billing principles. Meter replaced with Smart meter on 27.06.2025. Average consumption for 3 months after replacement of meter is 3414 units .This indicates that the earlier accumulated consumption requires rational distribution for accurate billing. On the issue of Billing of Power Factor surcharge :

As per the tariff provision power factor surcharge/incentive is applicable only when measured and properly recorded in meter diary. In absence of recorded data, levy of surcharge is arbitrary and unsustainable. In this case the power factor surcharge was imposed for November 2023 to May 2024.

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However power factor readings are not recorded in meter reading diary for this period. Power factor surcharge/incentive can only be applied when readings are properly recorded. Hence as per the applicable norms imposition of power factor surcharge is not justified in this case.

Findings of the Forum

1. In case of under-billing or missed billing, recovery is permissible but methodology must not result in undue financial burden due to procedural lapses. The accumulated consumption of 38,860 units is genuine and chargeable.
2. However, billing entire units in one month is improper due to non-uniform FCA rates. Energy charges and Fuel Cost Adjustment (FCA) are variable and month-specific FCA rates differ for each billing cycle depending on fuel cost variation Billing entire consumption in one month distorts tariff application which results in incorrect FCA computation. As per CSERC Tariff framework Charges must reflect applicable rates for the period in which consumption actually occurred. Therefore billing entire accumulated units in one month is not in conformity with CSERC tariff principles.
3. Power factor surcharge is invalid due to absence of recorded readings.

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4. It is also observed that the Petitioner has not paid electricity dues for a long period, and the outstanding arrears as of January 2026 amount to ₹16,52,090/-.

Order

In view of the above analysis and findings, the Forum issued following directions:

1. The Respondents shall revise the bill of 38,860 units by distributing the units proportionately over the relevant past period by applying applicable tariff and FCA for respective months and as per the methodology prescribed under the electricity supply code.
2. The Respondents are directed to withdraw the power factor surcharge imposed from November 2023 to May 2024 and adjust/refund the same in subsequent bills
3. The Petitioner has substantial arrears amounting to ₹16,52,090/- as of January 2026.The Petitioner shall pay the revised dues at the earliest or avail installment facility as per rules
4. Licensee shall ensure accurate and timely billing and billing must be fair, transparent, and in accordance with prevailing tariff provisions
5. The Respondents is directed to fully comply with the above order and to inform the Forum office in writing within three days from the date of issuance of this order.
6. The above order duly passed by this order.

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

8. 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

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