THE ELECTRICITY CONSUMER GRIEVANCE REDRESSAL FORUM, DURG

Regional Office, Raipur Naka, Durg-491001

Letter No. 150 dtd 23/4/26

Case No. : CGRF/Durg/2026/24
Date of Registration : 27.02.2026

Executive Engineer
Shivaji Nagar, Zone-4
Nagar Nigam Bhilai
(B.P. No. 1001990417)

Applicant/ Petitioner

Versus

Executive Engineer CSPDCL
West Division Bhilai
Assistant Engineer, CSPDCL
Kohka Zone

Respondents

(Order passed on 20.04.26)

Sub: In the matter of complaint regarding alleged excessive billing in the case of defective meter.

Brief Facts of the Case.

The petitioner holds an electricity connection bearing BP No. 1001990417 for street lighting purposes at Ward No. 7, Radhika Nagar, near Kali Mandir.

The grievance of the petitioner is that the meter reading was not recorded properly, resulting in excessive billing. Although the meter status has been recorded as "OK," the petitioner contended that the

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billing is not reflective of actual consumption. The matter was taken up with the respondents but remained unresolved, leading to the filing of the present petition before CGRF, Durg.

The Forum registered the matter under the case No. 24/2026 and started hearing. Hearing were conducted on 03.03.2026 and 19.03.2026.

Proceedings before the Forum

During the first hearing on 03.03.26 representatives of Bhilai Nagar Nigam and the respondents were present. The petitioner explained the grievance in detail. The Forum directed the respondents to submit the meter billing report, meter reading diary, and relevant documents in the next hearing. During the second hearing on 19.03.26 the respondents submitted the required documents, including the meter reading diary and vigilance-related records.

Issue for Determination

Whether the meter reading and billing of the consumer are correct.

Observations and analysis by the Forum

Upon examination of the meter billing records for the period November 2023 to January 2026, the following observations are made.

1. Meter readings were recorded regularly during the entire period.
2. Meter status was consistently recorded as "OK."

3. Maximum Demand (MD) was recorded regularly at the time of meter readings.
4. Power Factor (PF) readings were also recorded regularly.
5. A smart meter was installed in June 2025 (corrected from June 2026).
6. Post installation of the smart meter, the recorded consumption ranged between 1700 to 2898 units per month.
7. Prior to smart meter installation, the consumption recorded during November 2023 to May 2025 ranged between 3000 to 4500 units, which is broadly consistent considering operational variations.

From the above, it is evident that meter reading and recording were proper and consistent, and no abnormality has been established.

Findings

Upon careful scrutiny of the meter reading diary, billing records, and submissions made by both parties, it is concluded that:

The meter was functioning properly and was regularly read.

Billing has been raised based on actual recorded consumption.

MD and PF parameters were duly recorded, negating the claim of defective metering.

The consumption pattern before and after smart meter installation does not indicate any inconsistency or abnormality warranting revision.

Therefore, the allegation of excessive billing due to defective metering is not substantiated.

Order

1. The complaint filed by the petitioner is hereby dismissed.
2. The billing raised by the respondents is held to be correct and in accordance with the recorded meter readings.
3. No interference is warranted in the billing of the subject connection.
4. The above order is duly passed by the Forum.
5. The matter is disposed of based on the facts and reports presented before the Forum.
6. If the Complainant/petitioner is aggrieved by the said order passed by the Forum, they may file an appeal before the Hon'ble Electricity Ombudsman, Raipur, within 45 days from the date of receipt 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

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