

**THE ELECTRICITY CONSUMER GRIEVANCE
REDRESSAL FORUM, DURG**

Regional Office, Raipur Naka, Durg-491001

Letter No. 127 dtd. 20/05/2026

Case No. : CGRF/Durg/2026/29

Date of Registration : 27.02.2026

Shri R.K. Singh

Indira Nagar, Durg (C.G.)

BP No. 1006578531

Mobile No. 7999030466

Applicant/Petitioner

Versus

Executive Engineer CSPDCL

O&M Division Durg

Assistant Engineer, CSPDCL

R-I Sub Division

Respondents

(Order passed on 11.05.2026)

**Sub: In the matter of excess billing of applicant agriculture pump
due to change of scheme from KJJY to flat rate without his
knowledge.**

Brief Facts of the Case

The present complaint has been filed by the Applicant/Consumer, Shri R.K. Singh, regarding alleged billing discrepancies in respect of his 5 HP temporary agricultural pump connection bearing BP No. 1006578531 and wrongful conversion of his billing category from KJJY

(Metered) to Flat Rate category.



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The matter was registered before this Forum as Case No. 29/2026 on 30.03.2026. Hearings in the matter were conducted on 08.04.2026 and 16.04.2026.

Facts of the Case

The Applicant submitted that he has been availing a temporary agricultural pump connection of 5 HP since the year 2017. He further submitted that he was granted the benefit of free electricity under the applicable agricultural subsidy scheme.

The Applicant stated that during October–November 2025, the electricity supply of his agricultural pump connection was disconnected without prior notice, causing loss to his vegetable crops. He further submitted that his billing category had been changed from KJJY (Metered) scheme to Flat Rate billing without his consent or knowledge, resulting in excessive billing.

The Applicant further submitted that he had applied for conversion into permanent agricultural pump connection and completed formalities on 11.03.2025, pursuant to which a work order for extension work was issued on 28.03.2025.

The reliefs sought by the Applicant are as follows:

- a) Correction of excessive billing raised under flat rate category.
- b) Restoration of benefit under KJJY/free electricity scheme.
- c) Refund/adjustment of excess recovered amount against his domestic connection bearing BP No. 1000217509.



Submission by the Respondents

The Respondents submitted that the Applicant was provided a temporary agricultural pump connection of 5 HP effective from 24.10.2017.

The connection was operated under KJJY (Metered) category from October 2017 to June 2021.

As per online SAP billing records, the connection was converted into Flat Rate category effective from July 2021. Under Flat Rate billing, charges of ₹100 per HP per month were applicable, resulting in monthly billing of ₹500. Since the Applicant failed to make regular payments, accumulated bills were issued periodically. Total payment deposited by the Applicant between March 2022 and March 2026 amounted to ₹25,200/- against total billed amount of ₹26,897.57, leaving an outstanding balance of ₹1,695.57. Subsequently, upon request of the Applicant, the connection was again converted into KJJY (Metered) category on 29.04.2026. The Respondents contended that billing was carried out as per applicable rules.

Proceedings Before the Forum

During hearing dated 08.04.2026, the Applicant reiterated that his temporary agricultural connection had been disconnected without prior notice.

The conversion from KJJY to Flat Rate category was done without his consent.

The billing burden increased substantially after such conversion.

The Forum directed the Respondents to produce complete billing



details and relevant records during the subsequent hearing. During hearing dated 16.04.2026, the Respondents submitted billing details from January 2021 to February 2026. The Respondents also informed that the Applicant had applied for permanent agricultural pump connection on 12.12.2024. Payment against demand note was deposited on 11.03.2025.

Work order for extension was issued on 28.03.2025. The Applicant again stated that supply was disconnected during November 2025 and January 2026 without prior notice and that conversion from KJJY to Flat Rate billing was carried out without his knowledge.

Findings of the Forum

The Forum examined the billing records submitted by the Respondents for the period January 2021 to February 2026. Upon examination of the meter billing records, it is observed that the average monthly electricity consumption of the Applicant's agricultural pump connection remained below approximately 500 units per month.

The Applicant's connection was admittedly operating under KJJY (Metered) category up to June 2021. The Respondents failed to produce any application, consent letter, option form, declaration, or documentary evidence showing that the Applicant had voluntarily opted for conversion from KJJY (Metered) category to Flat Rate billing. No material has been placed on record to establish that prior notice or intimation regarding such conversion was issued to the Applicant. The unilateral conversion of the Applicant's agricultural connection

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from KJJY (Metered) category to Flat Rate billing, without consent of the consumer, is arbitrary and unjustified.

Since the Applicant's average consumption remained within a reasonable range, the benefit available under KJJY scheme could not have been withdrawn without due process. Accordingly, the Forum is of the considered view that the action of the Respondents in changing the billing category of the Applicant from KJJY (Metered) to Flat Rate category with effect from July 2021 is improper and unsustainable.

ORDER

In view of the above findings, the Forum hereby passes the following order:

1. The conversion of the Applicant's agricultural pump connection bearing BP No. 1006578531 from KJJY (Metered) category to Flat Rate billing category with effect from July 2021 is hereby quashed. The Respondents are directed to revise the electricity bills of the Applicant from July 2021 onwards by treating the connection under KJJY (Metered) category and by extending all applicable subsidy/free electricity benefits admissible under the prevailing scheme.

After revision of bills, if any excess amount is found recovered from the Applicant, the same shall be refunded or adjusted with applicable bank interest rate against the Applicant's domestic electricity connection bearing BP No. 1000217509 within a period of 30 days from the date of receipt of this order.

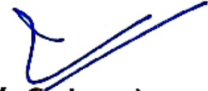
2. The Respondents are further directed to ensure that no disconnection of supply is carried out without following due



procedure and issuance of proper notice as prescribed under applicable regulations in future.

3. The above order duly passed by this Forum.
4. The matter is disposed off based on the facts and reports presented before the Forum.
5. Compliance report of this order shall be submitted before this Forum within 45 days from the date of issuance of this order.
6. If the Applicant 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.


(Mamta Kashyap)
Member
Consumer Grievance
Redressal Forum, Durg


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

