

# Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

Erstwhile BSP Hindi Medium School, Maroda Sector, Bhilai  
Email: [cgrfbps@sail-bhilaisteel.com](mailto:cgrfbps@sail-bhilaisteel.com), Phone# 07882858199, 07882858291

Case No 2026/16

Mr Vishnu kumar Dwivedi (LN 4588)  
Qr No.- 3A, Street No.-03, Sector 10  
Bhilai(C.G)

-----Applicant

Versus

Town Electrical EnggDeptt  
Bhilai Steel Plant,  
BHILAI-490006 (C.G)

-----Respondent

## ORDER

(PASSED ON 29/08/2026)

### Brief of the Case

The applicant submitted an application before the CGRF seeking relief for non-release of the applied-for **three-phase electricity connection** at his residential premises on long term lease with Bhilai Steel Plant, so that he can install solar roof top system and shall avail benefits of government scheme.

He submitted relevant documents, including the MNRE rooftop solar application acknowledgement, TEED feasibility approval, solar installation status, electricity bill, and vendor agreement.

The Forum examined the application, documents and records placed before it and the case was registered vide No. 2026/16 dated 23/06/2026.

### Relief sought by applicant:

The applicant requested the Forum to direct the respondent/DISCOM to release the applied-for **three-phase electricity connection** as per the applicable rules and procedure, so that as per approval 10KW solar rooftop system shall be installed at his residence for which 3 phase connection is essential.

He also requested early resolution of his grievance and any other relief considered appropriate by the Forum.

### Case proceedings:

The Forum issued notice to the respondent/DISCOM on 24/06/2026, directing it to submit its reply by 03/07/2026.

The respondent was asked to explain:

- The reasons for not disposing of the applicant's application dated 20/01/2022.
- The reasons for not releasing the three-phase connection.
- Whether a three-phase network was available in Sector-10 or required extension/augmentation.
- If the network was available, the reasons for not releasing the connection.

C.C.R.F (BSP) Bhilai  
Order No. 3/2/2026  
Date - 29/08/2026

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- The number of three-phase connections released in Sector-10 after 20/01/2022.
- The reasons for the delay in releasing the applicant's connection.
- The power demand/load of BSP Township during 2020-2026 and steps taken to meet increased demand.
- Any non-compliance with the applicable Electricity Supply Code and other relevant guidelines.

The respondent did not submit its reply within the given time. The Forum therefore issued a reminder giving three more days to submit the reply and required records.

Even after the reminder, no reply was received.

A final reminder was issued on 18/08/2026, and the hearing was fixed for 25/08/2026.

The applicant appeared before the Forum, but no representative or authorised official of the respondent/DISCOM appeared.

Due to the respondent's continued failure to appear or submit its reply, the Forum proceeded **ex parte**.

## Findings in the case:

The Forum found that the applicant had applied for a **three-phase electricity connection on 20/01/2022**, vide **Receipt No. 108**.

The record also shows that TEED had sanctioned the applicant's solar installation up to **10 kW**.

Despite repeated notices and opportunities, the respondent did not submit any reply or give a valid reason for the long delay.

The respondent also remained absent on the hearing date, **25/08/2026**.

Therefore, the applicant's grievance remained substantially unchallenged, and the Forum decided the matter **ex parte** on the basis of the available records.

## Analysis:

The Forum observed that the applicant's request for a three-phase electricity connection had remained pending for a long time.

The solar installation up to **10 kW** had already been sanctioned by TEED.

The respondent failed to provide any explanation for the delay despite receiving sufficient notice and opportunity.

Since the respondent did not appear at the hearing on **25/08/2026**, the Forum proceeded **ex parte** and considered the applicant's submissions and available records.

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## Verdict of the forum:

Based on the facts and records available, and considering the respondent's failure to appear or explain its position, the Forum directs the **respondent/DISCOM** to:

1. Process and release the applicant's **three-phase electricity connection**.
2. Release the connection with the **sanctioned load/demand note up to 10 kW**.
3. Complete the process as per the applicable rules and prescribed procedure.
4. Take necessary action **without further delay**.
5. Inform the Forum after compliance.

Accordingly, the grievance is **disposed of**.



  
(A K CHOUHAN)  
**Anil Kumar Chouhan**  
Chairman  
Consumer Grievance Redressal  
Forum, Bhilai  
Bhilai Steel Plant