

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

Erstwhile BSP Hindi Medium School, Maroda Sector, Bhilai

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allotted to Shri R. Sashi under the Retention Scheme for a specified period from 01.06.2012 to 31.05.2014, and that the said period had expired. The Estate Court decree/order produced by the Respondent further establishes that a direction had been issued for vacation of the premises.

The aforesaid circumstances, however, relate essentially to the allotment and occupation of the quarter. The Forum finds that the question as to whether a person is entitled to retain occupation of a quarter allotted by the Plant Management is distinct from the question as to whether electricity supply to such premises could lawfully be disconnected. The two issues, though factually connected, cannot be treated as one and the same for the purpose of adjudication before this Forum.

It is also material to note that the Respondent has stated that the quarter was not allotted in the name of the Complainant, Dr. Mrs. Abha Sashi. This aspect may have relevance to the Applicant's status vis-à-vis the premises; nevertheless, such determination cannot, in itself, substitute for the statutory basis required for disconnection of electricity supply.

The Forum further takes judicial notice of the fact that during the pendency of the present proceedings, the electricity supply has been restored at the premises. The restoration of supply is a material subsequent development and substantially addresses the immediate relief sought by the Applicant.

Thus, upon a cumulative consideration of the material available on record, the Forum is of the considered view that the dispute concerning the continued occupation of the quarter and the Estate Court's direction to vacate the premises falls within the domain of the competent Estate/Plant authority and the competent judicial forum, whereas the CGRF is concerned with adjudication of grievances relating to electricity supply in accordance with the applicable electricity law and regulatory framework.

The Forum, therefore, considers it necessary to maintain a clear distinction between the right to occupy the premises and the right to receive electricity supply, and to examine the latter strictly with reference to the statutory and regulatory framework governing supply and disconnection of electricity.

Verdict of the forum:

The grievance petition is hereby disposed of with a direction to the Respondent/DISCOM to restore and maintain electricity supply at the Applicant's premises permanently and, in the event of any proposed disconnection in future, to issue prior notice to the Applicant in accordance with the applicable statutory provisions, except where immediate disconnection is legally warranted.



(A K Chouhan)

Chairman (CGRF) BSP

Bhilai -490006(C.G.)

Anil Kumar Chouhan
Chairman

**Consumer Grievance Redressal
Forum, Bhilai
Bhilai Steel Plant**

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3. The Respondent has also brought on record the decree/order passed by the Estate Court, whereby the occupant was directed to vacate the premises. The material placed before the Forum further indicates that the premises continued to remain occupied notwithstanding the direction for vacation. "But the applicant mentioned that they didn't received the copy of decree".
4. However, the Forum finds it material to distinguish the issue relating to lawful occupation/allotment of the premises from the issue relating to disconnection of electricity supply. The determination of the right of occupation of the quarter is essentially a matter falling within the domain of the competent Estate/Plant authority and the competent court, as the case may be.
5. As regards the cause of disconnection, the Respondent has submitted that the electricity supply was disconnected in connection with ongoing maintenance work. Thus, on the material presently available on record, the Respondent has not attributed the disconnection to electricity theft, meter tampering or any other offence relating to unauthorized abstraction or use of electricity.
6. The Forum, therefore, considers that the existence of an Estate Court decree directing vacation of the premises, although relevant for determining the status of occupation, cannot by itself be treated as the statutory basis for disconnection of electricity supply. The legality and propriety of disconnection are required to be examined with reference to the applicable electricity law, regulations and the circumstances in which the supply was actually disconnected.
7. At the same time, since the electricity supply has subsequently been restored, the principal relief sought by the Applicant has already been substantially effectuated during the pendency of the proceedings. The Forum is therefore required to determine whether any further relief survives for consideration on the basis of the material available on record.

Analysis:

Upon a comprehensive examination of the pleadings, submissions, documents and other material available on record, the Forum proceeds to examine the grievance of the Applicant in its proper factual and legal perspective.

The first and foremost issue requiring consideration is whether the disconnection of electricity supply at the premises in question can be sustained on the basis of the material placed before the Forum. In this regard, it is significant that the Respondent/DISCOM, in its subsequent reply, has stated that the electricity supply was disconnected in connection with ongoing maintenance work. The Respondent has not placed before the Forum any material indicating that the impugned disconnection was occasioned by electricity theft, unauthorized use of electricity, meter tampering, safety hazard or any other analogous statutory ground.

The Forum is conscious of the fact that the electricity distribution licensee is required to undertake maintenance, repair and other necessary works for ensuring the safety, reliability and proper functioning of the distribution system. However, any interruption or disconnection of supply, where attributable to such maintenance activity, is required to be considered in the context of the applicable statutory provisions, regulations and the circumstances attending such interruption. The fact that maintenance work was being undertaken, by itself, does not render every consequential disconnection immune from scrutiny.

At the same time, the Forum cannot lose sight of the material placed on record concerning the status of occupation of the premises. The records produced by the Respondent indicate that the quarter was originally



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Considering the request made by the Respondent, reasonable opportunity was afforded to place its reply on record. However, despite the expiry of the time granted, the requisite reply was not submitted within the stipulated period. Consequently, the Forum was constrained to issue reminder to the Respondent, calling upon it to furnish its reply without further delay. The repeated requirement of reminders for securing a response from the Respondent is placed on record as a matter of procedural conduct, particularly when the matter was already pending adjudication before the Forum and required timely assistance from the Respondent for its proper and expeditious disposal.

Thereafter, the Respondent submitted its reply before the Forum. In the said reply, the Respondent stated that electricity supply had been restored at the premises of the Applicant.

The Respondent further submitted, with reference to the records of the General Manager (Housing), TSD, that the quarter in question had been allotted by the Plant Management to Shri R. Sashi under the Retention Scheme for a period of 24 months, commencing from 01.06.2012 and ending on 31.05.2014. It was further stated that, notwithstanding the expiry of the aforesaid period of allotment, Shri R. Sashi had not vacated the said quarter.

The Respondent further contended, on the basis of the records available with the concerned authority, that the quarter in question had not been allotted in the name of the Complainant, Dr. Mrs. Abha Sashi. Thus, the Respondent sought to place reliance upon the allotment records of the Plant Management to contend that the Complainant had no subsisting allotment of the premises in her own name.

Subsequently, the Respondent submitted an additional reply before the Forum and placed on record a decree/order of the Estate Court in support of its contention regarding the status of occupation of the premises. Relying upon the said judicial record, the Respondent contended that Dr. R. Sashi was not a lawful/legal occupant of the premises in question.

The aforesaid replies, documents and the decree/order produced by the Respondent were taken on record by the Forum and form part of the material available for consideration in the present proceedings. The rival contentions of the parties, the documents placed on record, the circumstances leading to the disconnection and subsequent restoration of electricity supply, as well as the legal and factual implications arising therefrom, have been considered by the Forum while adjudicating the grievance.

The Forum has thereafter proceeded to examine the matter on merits on the basis of the pleadings, documents, submissions and material available on record.

Findings in the case

1. It is an admitted position from the subsequent submission of the Respondent/DISCOM that the electricity supply at the premises in question has since been restored. Consequently, the immediate grievance of the Applicant seeking restoration of electricity supply stands addressed during the pendency of the proceedings.
2. The Respondent has placed on record the records of the General Manager (Housing), TSD, according to which the quarter in question had originally been allotted to Shri R. Sashi under the Retention Scheme for a period of 24 months from 01.06.2012 to 31.05.2014. The Respondent has further stated that, despite expiry of the aforesaid period, the quarter was not vacated.



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Chairman: A.K. Chouhan

Member : B. L. Meena

Dr Abha Shashi W/o Dr R Shasi
Qr No. 1A, Street-02, Sector-10
Bhilai (C.G.)

----- Applicant

Versus

Town Electrical Engineering Department
Bhilai Steel Plant,
BHILAI-490001 (C.G)

-----Respondent

ORDER

(PASSED ON 8/8/2026)

Brief of the Case

The applicant through her representative has submitted an application on the prescribe form of "CGRF" for seeking relief i.e. "Restoration of Electricity" at her premises along with copy of application submitted to Superintendent of Police, Durg for filing FIR.

The case was registered with Case # BSP/TEED/2026/15 dated 03/06/2026." *The grievance petition along with the documents placed on record was duly perused by the forum*".

The grievance primarily relates to the disconnection of the electricity supply at the Applicant's premises and her request for restoration of the same. During the proceedings, the forum considered the circumstances leading to the disconnection and the material placed on record by the parties.

At the stage of passing interim order material was placed before the forum to indicate that the disconnection had been effected on account of electricity theft, meter tempering, safety hazard, or any other statutory ground warranting immediate disconnection of electricity supply. So the DISCOM (TEED) was ordered to restore electricity supply temporarily until final order.

Relief sought by applicant:

- 1) "Restoration of electricity supply permanently."
- 2) "Requested action against the persons responsible for disconnection."

Case proceedings:

After passing of the interim order, the matter was taken up for further proceedings. The Respondent / DISCOM was required to submit its reply within the time stipulated by the Forum. However, the Respondent failed to submit its reply within the prescribed period and, instead, sought further time for filing its response.

C.G.R.F (BSP) Bhilai
Outward No. 79
Date - 16/08/2026