

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

Erstwhile BSP Primary Hindi Medium School, Maroda Sector, Bhilai
Email: bspcgrf@gmail.com , cgrfbps@sail-bhilaisteel.com, Phone# 07882858199, 07882858291

Chairman: A.K. Chouhan
Member : B. L. Meena

Pradeep Kumar Jain, Age 60Yr
Shop No.01, B Market
Sector-1 Bhilai (C.G.)

Case No 17/2026

Versus

Applicant

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

Respondent

ORDER

(Passed on 10/08/2026)

Brief of the Case:

Applicant Mr Pradeep Kumar Jain, Aged 60 Yrs present address Shop No.01 & B Market Sector-1, Bhilai has submitted an application on 09/07/2026 in the prescribed format by appearing self in CGRF-BSP office, Bhilai requesting relief. The grievance was mainly related to Tax Invoice (Bill No. 26089900) for the month of May 2026 dated 01/06/2026 for the Consumer Service No. 01/001A (Meter No. 09654786) sent after 2 years, citing issuance of this bill relating to the period 2024 to 2026 suddenly in a hard copy, along with delayed payment surcharge/interest, whereas since long electricity bills are being communicated in soft copy (Digital form) over registered mobile No.

The case registered with Case # BSP/TEED/2026/17 dated 09/07/2026 along with the copy of Tax Invoice Bill for May-2026 for 01/001A.

Relief sought by the applicant:

- 1) Cancellation of Tax Invoice (Bill No. 26089900) for the month of May 2026 dated 01/06/2026.
- 2) Waive off of Interest Amount to the tune of Rs. 10,547/- since communication of bill is responsibility of BSP.

Case Proceedings:

On behalf of Distribution licensee i.e. Director I/c Bhilai Steel Plant a Notice under clause 42(6) of IE Act 2003 issued to the authorized operating officer General Manager (Town Electrical Engineering Department-BSP) for written submission with explanation and justification within 07 (seven) days' time from receipt of this notice on the following points.

- 1) Whether the grievance can be resolved at your level without further adjudication by the Forum. If yes, furnish the details of the proposed resolution.
- 2) Whether monthly electricity bills in respect of Consumer Service No. 01/001A and Energy Meter No. 09654786 were regularly generated and served upon the consumer during the period from January 2024 to May 2026. Furnish documentary proof thereof.
- 3) If the bills were generated, produce certified copies of all monthly electricity bills along with meter reading details, billing history and payment history for the above period.
- 4) The electricity bill dated 01.06.2026 indicates "Nil" arrears, whereas the entry "Previous Month Bill Amount - ₹34,777/-" has been reflected. Explain:

C.G.R.F. (BSP) Bhilai
Outward No. 17/2026
Date - 10/08/2026

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- a) the statutory and factual basis for showing the said amount.
 - b) the method of its computation;
 - c) whether the amount represents arrears, reassessment, supplementary billing or any other demand;
 - d) the authority under which such demand has been raised.
- 5) Specify the exact billing month from which electricity charges have allegedly remained unpaid together with a statement of account indicating month-wise demand, payment received, balance outstanding and due dates.
- 6) Your attention is invited to Section 56 of the Electricity Act, 2003, which governs recovery of electricity dues and discontinuance of supply in case of non-payment. Kindly state:
- e) whether any notice under Section 56 was issued to the consumer;
 - f) if issued, furnish copies of such notice(s);
 - g) whether any action for disconnection or recovery was initiated;
 - h) if no action was taken, explain the reasons therefor.
- 7) If the impugned bill includes any delayed payment surcharge, adjustment, supplementary assessment, revision or any other additional demand, furnish the legal provision, calculation sheet and competent authority's approval supporting such levy.

Meanwhile when DISCOM/TEED could not submit reply on the point of notice up to 21/07/2026 an interim order passed to avoid complication /computation of penalty further by the system with a directives:

- a) The Respondent (TEED/DISCOM) shall complete the investigation of case by 28/07/2026 and submit a detailed report before this Forum explaining the reasons for the non-issuance of electricity bills for the relevant period, along with all supporting records.
- b) Without prejudice to the rights and contentions of either party, the complainant shall deposit an interim amount of ₹35826/- (Rupees Thirty five Thousand Eight hundred and twenty Six only) within the prescribed time to avoid future interest.
- c) The aforesaid interest amount of ₹10,547/- shall be treated as a provisional deposit only and shall be adjusted against the complainant's future electricity bills or the final liability, as may be determined by this Forum upon disposal of the present complaint.
- d) No coercive action shall be taken against the complainant in respect of the disputed amount till the next date of hearing, subject to compliance with this interim order.
- e) It is clarified that this Interim Order shall not be construed as an expression of opinion on the merits of the case, and the final decision shall be passed after considering the investigation report, pleadings, evidence, and submissions of both parties.

Findings in the Case:

- 1) The reply submitted by the respondent dated 22/07/2026 and 28/07/26 taken into record where department agreed to resolve the matter.
- 2) The consumer premises has two service connection one for shop Consumer No. 01/001 and another for residence consumer No. 01/001A.

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- 3) From the documents submitted by the department there is a lapse in communication of monthly electricity bills to consumer for the consumer No. 01/001A.
- 4) Mobile No. not appearing in the document submitted by respondent in Screen Shot of Third Party Mobile No. Query report.
- 5) As such in the communication message the electricity bill for the month of July 2026 was also not delivered to the consumer for consumer Service No. 01/001A whereas for the consumer Service No. 01/001 communication is there.
- 6) As per direction passed in the interim order, applicant has paid complete outstanding amount appearing against the consumer No. 01/001A communicated through (Bill No. 26089900) under protest.
- 7) The Mobile No. of the consumer has been entered by Estate Department on 05/08/2026 for the consumer No. 01/001A.

Analysis:

- 1) The Tax Invoice (Bill No. 26089900) for the month of May 2026 dated 01/06/2026 for the Consumer Service No. 01/001A (Meter No. 09654786) generated by Estate Section of Town Services Department of Bhilai Steel Plant. Not by DISCOM/TEED.
- 2) The electricity bill first time communicated to the consumer as on 07/07/2026 through the Bill No. 26089900 of May-2026 and he paid it fully as per Interim Order under protest.
- 3) There is 0.00 against head arrears in the impugned Bill No. 26089900 of May-2026.
- 4) Both the parties are responsible for the incident, i.e. complainant must be aware regarding monthly bills if not delivered to him and Respondent also to take immediate action i.e. disconnection notice/action against non-payment as per stipulations in supply code.
- 5) Respondent has also not taken any action against non-payment.
- 6) When the first time bill received to consumer the consumer has paid it fully.
- 7) Hence the relief given in the Interim order will hold.

Verdict of the Forum:

- 1) The relief granted in the Interim Order will hold.
- 2) The Interest Levied and paid by the consumer under Tax Invoice (Bill No. 26089900) for the month of May 2026 dated 01/06/2026 against Consumer Service No. 01/001A to be waive off and adjusted in ensuing electricity bills.
- 3) Order Issued.
- 4) Case Closed.

Further, if the applicant is not satisfied with the order of the Forum, may approach to the Appellate Authority, i.e. the "Electrical Ombudsman" at CSERC Building, Raipur, within 45 days from the date of issuance of this Order.



(Signature) 10/08/26
(A K Chouhan)
Chairperson (CGRF-BSP)
Anil Kumar Chouhan
Chairman
Consumer Grievance Redressal
Forum, Bhilai
Bhilai Steel Plant