

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

Mr.Virendra Kumar Bhura,
147,New Civic Center, Bhilai

----- Applicant

Versus

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

----- Respondent

ORDER

(Passed today on 30/03/26)

Brief of the Case:

An applicant Mr Virendra Kumar Bhura is a bonafide occupier of 147, New Civic Centre, Bhilai Shop cum Residence, has submitted an application with DISCOM TEED for obtaining the permission for installation of Solar System. The application is not traceable as the correct date is not available with applicant and TEED also not giving any acknowledgement of application received.

Relief sought by the applicant:

“An approval/Permission for installation of solar system.”

The case was registered with Case#/BSP/TEED/2026/02 dated 10/03/2026 and proceeding started on urgent basis considering time dead line.

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 on 20/03/26 to the authorized operating officer General Manager (Town Electrical Engineering Department-BSP) for reply on following points:

- I. Whether TEED has implemented the scheme circulated by Govt. of India, Ministry of Power in promoting roof top solar installations.
- II. **Applicant in his grievance attached a copy of the application which was submitted to TEED on April 2025.** Why no communication made to consumer in response, Reason for holding application?
- III. Reason for holding such applications?

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- IV. No. of applications received for roof top SPV system installation?
- V. No. of application pending as on date?
- VI. Reasons for not passing benefits of solar roof top system under government scheme to consumers?

The reply of the notice submitted at CGRF office on 24/03/26 in hearing. On behalf of applicant Mr Virendra Bhura and from respondent side Mr Ravi Kumar Vishwakarma, AGM (TEED) were present. Respondent submitted the reply of Notice along with copy of TEED Diary register.

The reply of Notice given to an applicant for his information & observation.

Outright it has been briefed that the grievance is related to obtaining TEED permission for installation of Solar System at roof top of said address.

Mr Ravi Vishwakarma presented copy of diary register for the month of April'25, wherein entry of applicant's letter was not found.

Chairperson intervened and that in absence of proper acknowledgement of application/ registration no. it is difficult to trace.

Respondent communicated that, he is looking after the activities related to solar installation from last six month and now TEED is maintaining and registering application and acknowledgement also being given.

Further, it has been deliberated respondent to consider all such application and solve the problem immediately, citing installation of solar panels is noble initiative and a feet towards fulfilment of government commitment towards generation of 500GW green energy by the year 2030.

Further when neither nothing was outstanding to submit nor to hear. Both the parties neither requested nor expressed for any submission, case closed for order.

FINDING IN THE CASE:

- 1) Obtaining the permission of TEED is essential before installation of solar roof top system as it is required for synchronization.
- 2) The permission for installation upto sanctioned load shall be given instantly.
- 3) The process of maintaining the records of applications received in TEED is not satisfactory as neither online portal is there nor acknowledgement is given by TEED on receipt letters..

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- 4) Govt of India, Ministry of Power is committed and taking keen initiatives to generate green energy to the tune of 500GW by 2030.
- 5) Respondent, in there written submission/reply of notice agreed that PM Surya Muft Bijli Yojna in BSP Township is existing.

ANALYSIS:

- 1) The applicant can't be restricted to avail the benefits of Government of India Schemes.
- 2) The respondent failed in complying Supply Code, Standard of performance regulation and SoP formulated under provision of IE Act 2003. Delay in reply of application.
- 3) The delay is not attributable to TEED as the proof of application submitted could not be produced however TEED is directed to issue acknowledgement/ Diary No. to applicants.
- 4) Without clearance of DISCOM synchronization will be difficult.

5) VERDICT OF THE FORUM

- 1) The DISCOM TEED directed to permit applicant to install Solar Panels.
- 2) DISCOM TEED shall permit Solar Installation up to sanctioned load and ensure synchronization thereof after installation.
- 3) Applicant will ensure and give undertaking to DISCOM TEED that installation will be safe and without damaging to allotted building.
- 4) Order Issued.
- 5) Case Closed.
- 6) Further, if an applicant is not satisfied with the order of the forum can proceed to appellant authority "Electrical Ombudsman" at CSERC Building Raipur, within 45 days from the issue of this Order.



(Signature)
30/03/26

(A K Chouhan)

Chairperson (CGRF-BSP)

Anil Kumar Chouhan
Chairman
Consumer Grievances Redressal
Forum
Bhilai