

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

No.: CGRF(BSP)/2026/

Bhilai, Dated 23/02/2026
Case # /BSP/TEED/2026/01

Mr K F Johnson

Shop No 253, Zonal Market- Sector-10.

BHILAI - (C.G.)

----- Applicant

Versus

Town Electrical Engg. Deptt.

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

----- Respondent

ORDER

(Passed today on 23/02/26)

Brief of the Case:

An applicant Mr K F Johnson, submitted that, he has purchased a shop No 253, Zonal Market- Sector-10, BHILAI - (C.G.) District Durg (C.G.) from Mrs Kalpana Sharma and as per prevailing procedure of BSP, subsequent to completion of formalities got an allotment order issued by Town Services Department-Shop Section on 30/09/2025 vide letter# No AGM/Estate/Shops/Sec-10-Zonal Mkt/PS-253/2025/511.

During the course of time has also submitted an application for 3 Phase connection as per his load requirement for trade work (twice) (acknowledgement of the same not given by TEED). He submitted that even after regular follow up, demand note for the payments of charges and signing agreement not issued even after elapsing 4 months' time, submitted a grievance in this office by appearing self as on 02/01/26.

The case was registered with Case#/BSP/TEED/2026/01 dated **06/01/2026**.

Relief sought by the applicant:

- Issue of Demand Note for deposit of SD, and after deposit of SD completion of balance formalities and get order for modification of three phase connection.
- Relief for the financial losses incurred during the period saying word he is retired employee and could not start fabrication work for lively hood.

Electricity Consumer Grievances Redressal Forum

Bhilai Steel Plant

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

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 authorised operating officer General Manager (Town Electrical Engineering Department-BSP) for reply on following points:

- 1) Is there any shortfall in the application and the same is communicated to consumer?
- 2) Whether the 3 Phase lines are existing in the area or extension is required. If 3 phase lines are existing the reason for no action on application?
- 3) Why, application of consumer is pending since last 3 month even after receiving letter of "Provisional Allotment" issued from BSP-TSD (Shop Section), even after officially communication to GM (TEED). Reason?
- 4) What are the procedure / practices being followed in providing services to consumer / is there any charter of code, regulation etc is applicable in dealing such services. If yes submit the copy of the same.
- 5) Pl refer point 7 of the Application submitted in the office of CGRF, where it is mentioned that "Although committed for release of the connection but so far no response". Reason/Reply required.
- 6) Whether the complaint can be settled or not? If yes, then indicate in how many days?

The time line for the submission of reply on notice was given to respondent by 24/01/26 & hearing was fixed for 27/01/26. On scheduled hearing date neither respondent nor his any representative were present nor any reply of the Notice received. Applicant was present and submitted a letter vide office receipt No. CGRF/BSP/05 dated 27/01/26 mentioning resolving of his grievance and ***"getting justice and relief for the financial losses incurred during this period"***.

Reminder for reply on Notice issued to respondent on 04/02/26 by adding one more question i.e. Name of the officer responsible and dealing such matters? and specifically mentioning in failing, ex-party proceedings will be initiated. Extended time line for submission of reply of Notice by 10/02/26 and hearing fixed on 11/02/2026 at 11.30 Hrs.,

On 11/02/26, representative of respondent, Mr R K Vishwakarma & Jammal Pasha Khan, AGM (TEED) were present in the CGRF court but not submitted any reply

Electricity Consumer Grievances Redressal Forum

Bhilai Steel Plant

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

of Notices and requested to give some more time. At that time applicant was not reached in the court, hence the request of respondent accepted and given time by rescheduling final hearing on 18/02/26, expressing the pros and consequences.

On 18/02/26 in final hearing, an applicant Mr K F Johnson and from respondent side Mr Ravi Kumar Vishwakarma, AGM (TEED) were present, but reply of Notices not submitted from respondent side. Applicant submitted a copy of letter given to CGM(TA&CSR) dated 19/11/25 relevant to the matter.

In cross questioning and examination carried out and further since nothing was outstanding to hear nor to be submitted. Further both the parties neither expressed nor requested for any submission, case closed for order.

FINDING IN THE CASE:

- 1) An applicant has purchased a shop No. 252, Zonal Market, Sector-10 (trade Computer) on lease from Mrs Kalpana Sharma, (trade fabrication work) on which Management of Bhilai Steel Plant, Town Services Department Shop Section issued **allotment order** vide refNo. AGM/Estate/Shop/Sec-10-Zonal Mkt/PS-253/2025/511 Bhilai dated 30/09/2025 subsequent to completion of requisite formalities.
- 2) As said by an applicant, in the meantime applicant would have submitted his application for availing three phase connection / converting existing single phase connection (1st time as per his power load requirement). The copy of application was not presented by applicant or respondent, hence it is deemed that it would have been submitted on 30/09/25.
- 3) During cross examination it has been expressed that permission for three phase connection with declared load accorded by then GM(TEED), who superannuated on 30/09/25.
- 4) An applicant followed up with BSP-TEED for getting demand note and signing of agreement etc. but the same was not issued and in spite of processing the case further, matter diverted towards re-submission of an application, which applicant has also submitted 2nd time (acknowledgement not given). The reason of re-submission could



Electricity Consumer Grievances Redressal Forum

Bhilai Steel Plant

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

not be explained in the hearing and responded also iterated that it is not available in the file in writing.

- 5) When neither the demand note issued nor cognizance on 2nd application also taken by TEED on his application the instant Grievance is submitted in the office of Chairman CGRF-BSP, Bhilai on 02/01/2026.

ANALYSIS:

- 1) Responded failed/ignored in submission of reply on Notices/Reminder issued time to time from the office Chairman (CGRF) BSP under clause 42(6) of IE Act-2003, even after repeated verbal reminders also from the office of CGRF.
- 2) The respondent failed in complying Supply Code, Standard of performance regulation and SoP formulated under provision of IE Act 2003.
- 3) While observing clause 8 of Allotment Order no. AGM/Estate/Shop/Sec-10-Zonal Mkt/PS-253/2025/511 Bhilai dated 30/09/2025 **"terms and conditions"** it is mentioned that *"After getting Allotment Order in your Name, You shall have to get the formalities pertaining to electrical connection (signing of agreement, sanctioning of load, etc) in the premises completed as per the provision of Electricity Act, 2003 and rules related thereof within 30 days of issuance of Allotment order failing which action as deemed fit shall be taken against you, which may include imposition of penalty in case usage of excess load found"*.
- 4) As such there is heavy penalty in commercial electrical connections if usage of excess load is found, in allotment order also it is mentioned regarding completion of formalities within 30 days. Accordingly it is deemed that consumer had submitted the application for enhancement of load as on 30/09/25 and was consistently following for demand note, but department was waiting for updating of details of new owner in the system..
- 5) The reason of delay in processing the case with his 1st application and not issuance of demand note even after receiving an Allotment letter of Shop Section dated 30/09/25 is not acceptable.
- 6) The consumer shall not be held responsible for a reason i.e. retirement of an officer and office order of successor. Processing of an application for load enhancement/3 phase

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

connection is not an extraordinary/policy making activity, each and every procedure is well defined by CSERC Supply Code, Standard of performance Regulation, accordingly it was the duty of de-facto official to process the case where time limit is mentioned.

- 7) During the hearing dated 18/02/26 following are the main deliberations on the grievance points:-
- BSP-TEED agreed in issuing demand note to applicant for the load applied and three phase connection.
 - Neither any submission nor reply in a cross examination on the issue of compensation by the respondent. However over phone Mr Fuley DGM(TEED) conveyed that, we have taken fresh application and also are requesting applicant to withdraw this point from his grievance.

VERDICT OF THE FORUM

- TEED is directed to issue a Demand Note on applicant's first application for "**Three Phase connection**" immediately and physical connection subject to payment of applicable charges as per provisions stipulated in Supply Code. Hence with this, point resolved.
- As such in absence of any reply by respondent on compensation matter or point in arguments / cross examination during hearing, it is hereby directed to provide compensation @ Rs 500/- day to the applicant for a period 01/10/25 to actual date of connection due to deficiency in the services as per stipulations framed by CSERC (ref. clause 3.1, 4.2 and 6.1) "Guaranteed Standard of Performance" available in public domain at website cserc.gov.in.
- Order Issued.
- Case Closed.
- 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.*



(A K Chouhan)
23/02/26
(A K Chouhan)
Chairperson (CGRF-BSP)
Anil Kumar Chouhan
Chairman
Consumer Grievance Redressal
Forum, Bhilai
Bhilai Steel Plant