

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

Case No. : 2026/04
Order Date : 10/04/26

In the matter of: Issuance of an order from the Forum in favor of the DISCOM TEED, BSP for revenue realization from their consumers towards pending arrears against electricity bill.

General Manager (TEED)

Town Electrical Engg. Deptt.

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

----- Applicant

Versus

Prem Shankar Sarthi & 18 others.

BHILAI-490006(C.G.)

----- Respondent

(Order Issued today on dt 10/04/26)

Submission by applicant:

Despite the issuance of notice, the consumer has failed to settle the outstanding electricity dues. Since electricity services are classified as essential and mandatory service, the process of disconnection remains pending in the absence of an order from the competent authority/court i.e. CGRF Bhilai. This is resulting in financial losses to the DISCOM TEED, BSP. Till date, no action has been taken by the consumer, nor has any information been provided to the department.

Relief Sought:

Therefore applicant requested for issuance of an order from the Forum in favor of the DISCOM TEED, BSP for revenue realization or, failing which, for the disconnection of the power supply to the premises and initiation of suitable proceeding against the consumers.

The case has been heard before the Forum on dt 30/03/26 during which the representatives from GM Electrical TEED, BSP were present.

Analysis and Observations of the Forum

The application filed by the applicant Gm (Electrical) TEED, BSP alleging non-payment of electricity bill / arrears by the Respondent Consumers has been examined by this Forum.

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

The Consumer Grievance Redressal Forum BSP Bhilai is constituted under Section 42(5) of the Electricity Act, 2003, read with the CSERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2013, primarily for redressal of grievances of consumers.

A Distribution Company (DISCOM) cannot file a grievance in a Consumer Grievance Redressal Forum (CGRF) against a consumer. The CGRF is specifically designed for the consumer to file a complaint against the DISCOM (the licensee/service provider).

PURPOSE OF THE CGRF

The CGRF was established under the Electricity Act, 2003 to provide an accessible and efficient mechanism for electricity consumers to resolve grievances with their service providers.

Who can file: Any consumer or association of consumers can raise a complaint regarding deficiency in electricity supply or service, billing issues, metering problems, delayed connection, etc..

The Forum notes that the present application has been filed by the DISCOM seeking recovery of alleged electricity dues from the consumer, without first conclusively resolving the underlying billing dispute, if any.

As per the CSERC Electricity Supply Code, 2011 (as amended), any billing dispute, including disputes related to meter reading, defective meter, provision/average billing, or abnormal consumption, is required to be properly examined and reassessed by the licensee before any recovery action is initiated.

Further, the Forum observes that disputed electricity dues, unless duly assessed and established in accordance with law and regulations, cannot be enforced through the CGRF, as the Forum is not a recovery forum for the distribution licensee.

CONCLUSIONS

In view of the above facts and regulatory provisions, this Forum is of the considered opinion that:

The application filed by the DISCOM for recovery of alleged electricity arrears is not maintainable before the CGRF in its present form.

The DISCOM is at liberty to:

Reassess the billing strictly in accordance with the CSERC Electricity Supply Code, and Issue a correct and reasoned bill, after due verification and communication to the consumer.



Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

Till such reassessment is completed and communicated, no coercive action, including disconnection of supply under Section 56 of the Electricity Act, 2003, shall be taken against the consumer for the disputed amount.

ORDER

Accordingly, the application filed by the Applicant DISCOM is hereby rejected as not maintainable, with the above observations and directions.

Ordered accordingly.
By Order of the Forum

(Signature)

(A K Chouhan)
Chairperson (CGRF-BSP)
Bhilai

Anil Kumar Chouhan
Chairman
Consumer Grievance Redressal
Forum, Bhilai
Bhilai Steel Plant

