

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. : 2026/06
Order Date : 16/03/26

ORDER

In the matter of : Mr K F Johnson case No 2026/01 an order was passed by this forum on 23/02/2026 in the matter of:

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

Submission by applicant:

Applicant (DISCOM-TEED) for review of the following order point-2 i.e..

“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.”

passed by the forum in light of letter submitted by Mr K F Johnson dated 24/02/26.

Relief Sought:

Review of point-2 of order case 2026/01

Analysis and Observations of the Forum

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/application in a Consumer Grievance Redressal Forum (CGRF) or for a revision of order unless it is technically erroneous. The CGRF is specifically designed for the consumer to file a complaint against the DISCOM (the licensee/service provider).

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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 revision of already passed order in favour of consumer.

As per the CSERC Electricity Supply Code, 2011 (as amended), a Standard of performance Regulation is made, which specifically speaks compensation in delayed services.

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 revision of order is not maintainable before the CGRF in its present form and on the basis of letter of Mr K F Johnson submitted to TEED after issue of order.

There is neither any change in the facts/status up till date of issue of an order nor any technical error in the order. Hence the order passed by this forum can't be reviewed by its own.

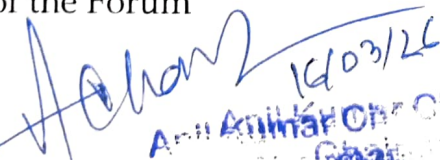
The DISCOM is at liberty to: File an application at appropriate court (High Court) if not satisfied with this order.

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


(A K Chouhan)
Chairperson (CGRF BSP) Bhilai
Bhilai Steel Plant

