

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. Sanjay Makde
Qr No. 01/C, Street-18
Sector-11, Zone-1 BHILAI -490011 (C.G.)

Versus

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

Case No 2026/07

-----Applicant

-----Respondent

ORDER

(Passed today on 26/05/26)

Brief of the Case:

An applicant Mr Sanjay Makde, bonafide resident of Qr No. 01/C, Street-18, Sector-11, Zone-1 BHILAI -490011 (C.G.) has submitted that, Since long there is a voltage problem in Street No. 17,18,19,20,21 Zone -1 , Khursipar, To get riddance from it the work of laying of Aerial Bunch Cable was under taken for in Street No. 17,18,19,20,21 Zone -1 , Khursipar, which is pending in street 17,18 due to which facing the problem of low voltage as there is rampant hooking from the bared conductor. Public submission has given several times but the reply of the same in this regard not given by the TEED.

The case was registered with Case#/BSP/TEED/2026/07 dated 27/03/2026.

Relief sought by the applicant:

- 1) Redressal of Voltage problem.

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:

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- 1) Whether any complaint regarding voltage problem is received from residents earlier?
- 2) Whether voltage problem can be resolved & complaints be settled?
- 3) Whether TEED is monitoring the voltage in said area at peak hours? If yes submit copy of reports for last 2 month.
- 4) Who is responsible in the said area for the compliance of standard of performance regulation?
- 5) Confirm whether TEED has laid Ariel Bunch Cable in the street 19, 20, 21 Zone-1, Khursipar, Bhilai to get riddance from unauthorized hooking's ? if Yes when.
- 6) If answer of above (ii) is yes, what was the purpose?
- 7) Reason for discontinuing laying of Ariel Bunch Cable?
- 8) Any measures taken during last one year for extending quality of power to the consumer of the area.
- 9) Any project under thought / proposed for resolving the issue.

As such no proper reply was submitted by DISCOM (BSP-TEED), due to inter department transfer of TEED executives, a weeks's time permitted to reply suitably.

However following point wise reply submitted:

- 1) No, no complaint has been received in the department under reference subject.
- 2) Yes, the complaint can be resolved accordingly.
- 3) Yes, TEED is monitoring the voltage on the basis of complaint received.
- 4) Since the resolution of the stated problem in the present case is not based on technical factors, it would be inappropriate to hold only the technical side accountable.
- 5) In the said area, areal bunch cable have been installed in certain section, whereas overhead line also exists in the said area and both are working.
- 6) Ariel bunch cable were undertaken exclusively to curb electricity theft. However, the work could not be completed owing to public nuisance.
- 7) Same as above
- 8) TEED has trying to provide best services with available resources and manpower.
- 9) No reply on the point.

On 21/05/26, representative of respondent, Mr R K Vishwakarma, AGM (TEED) were present in the CGRF court and due to very high ambient temperature, applicant Mr Sanjay Makde, present online.

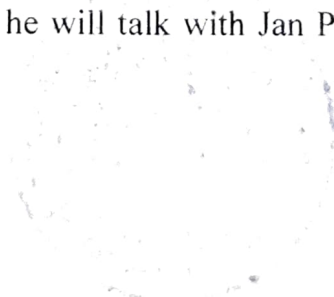
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In cross questioning and examination carried out and since further nothing was outstanding to hear nor to be submitted, both the parties also neither expressed nor requested for any submission, case closed for order.

FINDING IN THE CASE:

- 1) Applicant has submitted a grievance on 27/03/26 before this forum without bonafide proof of resident. Subsequently when submitted a copy of Adhar Card the case has been registered vide No. 2026/07 after confirming from TEED that the said house is allotted on the name of Mr. Sanjay Makde on license by BSP and as of now there is no outstanding electricity bill against the applicant.
- 2) The instant grievance prima facially is regarding voltage problem but is rather a concern of individual for theft of electricity. This is highly appreciable as for DISCOM & individual point view.
- 3) During cross examination it has been found that the area is metamorphosed with rampant hooking, TEED has not taken any action for removal of unauthorized hooking since long. No any FIR under section 135 for theft of electricity filed in this regard.
- 4) A plead of respondent that *"since the resolution of the stated problem in the present case is not based on technical factors, it would be inappropriate to hold only the technical side accountable"*. This version clearly concludes that DISCOM is neither solving the problem nor worried for electricity theft and making loss.
- 5) No document / copy of letter submitted evidencing, requirement of police etc during executing the authority of DISCOM (i.e. removal of hooking etc) shown by the respondent however applicant committed that he will talk with Jan Pratinidhi to help TEED and be present during operation.



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ANALYSIS:

- 1) The respondent failed in complying Supply Code, Standard of performance regulation and SoP formulated under provision of IE Act 2003.
- 2) Responded failed/ignoring the problems of bonafide residents in the shadow of unauthorized occupants and political influences.
- 3) The techno economics with the laid Aerial bunch cable is also not existing.
- 4) During the hearing dated 21/05/26 following are the main deliberations on the grievance points:- BSP-TEED agreed in resolving the complaint of Voltage problem at residence of Mr Sanjay Makde, as the complaint has been received through Forum and the same has been committed in the reply point at SI#2..

VERDICT OF THE FORUM

- 1) TEED is directed to resolve the voltage problem within 15 days' time from the date of issue of this order. Hence with this, grievance resolved.
- 2) Electricity being nation property, curbing theft of electricity is prime responsibility of DISCOM in the interest of their business/services as well as in the interest of consumers for determining competitive retail tariff. Hence TEED shall initiate proper study of the area and take up the balance project of laying aerial bunch cable in power theft prone area.
- 3) Order Issued.
- 4) Case Closed.
- 5) *Further, if an applicant is not satisfied with the order of the forum can proceed to appellat authority "Electrical Ombudsman" at CSERC Building Raipur, within 45 days from the issue of this Order.*



(A K Chouhan)
Chairperson (CGRF-BSP)

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