

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

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

Case No 2026/09

Mr. Sanjay Makde

Qr No. 01/C, Street-18

Sector-11, Zone-1 BHILAI -490011 (C.G.)

-----Applicant

Versus

Town Electrical Engg Deptt

Bhilai Steel Plant,

BHILAI-490006 (C.G)

-----Respondent

ORDER

(Passed today on 02/06/26)

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, "Power outages without any intimation by TEED, in night despite complaint, nobody comes to attend, Maintenance office is closed, so that complaint can be lodged. No mobile app to log complaint and get registration no."

The case was registered with Case#/BSP/TEED/2026/09 dated 27/03/2026.

Relief sought by the applicant:

- 1) Information regarding power outages.
- 2) Availability of staff in Maint. Office.
- 3) Mobile App to generate complaint.

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

- 1) Whether the said problem mentioned at point 3 above can be resolved & grievance is settled?
- 2) What is the status of Maintenance office in the area?



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- 3) What is the mechanism of attending complaints particularly of said area?
- 4) Is there any online app/portal is there to register the complaints?
- 5) If yes, aware to residents and if No, submit a plan for implementation.

As such no proper reply was submitted by DISCOM (BSP-TEED), as due departmental transfer of executives dealing, a week's time permitted to reply suitably.

Subsequently following point wise reply submitted:

- 1) Yes, the said problem mentioned at point 03 can be resolve.

In the night shift, staff has been deployed at TDS-II to register complaints related to electricity supply interruptions from all consumers of the township, and the landline number of the said office has already been published through newspaper.

- 2) In the referenced area, staff have been made available in the A shift for registering complaint and their redressal. Due to the non-availability of adequate manpower, complaint received during the second shift is attended by department staff. For the night shift, personnel have been deployed at TDS-II for the redressal of complaints.
- 3) ---do---
- 4) No, telephone nos, are available on which consumer can register their complaint.
- 5) TEED has planned for handing over power distribution responsibility to CSPDCL. .

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

The point wise reply of the respondent in the hearing

- 1) Information regarding power outages: It is iterated that TEED has already published the landline nos. of offices to register the complaints.
- 2) Availability of staff in Maint. Office: Respondent replied that due to shortage of manpower staff deputation at maintenance office 24x7 is not possible. Based on requirement regular staff attends the breakdown.



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- 3) Mobile App to generate complaint: It is iterated that TEED has initiated proposal with their C&IT team for development of software. Soon this will start functioning and legal occupiers will receive power outage information through mobile messages.

In cross questioning and examination when nothing was outstanding to hear nor to be submitted and 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. 2026/08 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 consumers shall raise their grievances defined under section 2(j) of CSERC Regulation "Redressal of Consumers Grievances-2023" as Tier-1 on line at Distribution Licensee website.
- 3) The points mentioned in the grievance is obviously correct. There is no complaint registration mechanism through user friendly way. In a 24 hours of day for different shift different arrangement. Local Maintenance office is closed. In B shift it is submitted that complaints received in second shift are attended by department staff but it is not indicated where this staff sits or his office situated. In night shift staff deployed at TDS-2 which is almost 10Km from KP area.
- 4) During cross examination it has been found that the different standard are being followed by TEED (DISCOM) in maintaining this area. Which is unjustified.
- 5) So far no mobile app is existing through which breakdown complaints be register by consumers and get complain registration no., to get its redress information. For three different shift three different arrangement noticed.

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ANALYSIS:

- 1) The DISCOM failed in fulfilling compliance of directives of Govt. of India MoP towards ease of living and doing business by setting minimum standard of service, facilitating consumer- friendly appeal mechanisms & simplifying compliance framework.
- 2) During the hearing dated 21/05/26 it was deliberated by DISCOM, BSP-TEED that IT team is working on providing facility for sending messages to legal consumers regarding power outages and other information.

VERDICT OF THE FORUM

- 1) TEED is directed to make arrangement of communication of power outage to legal consumers through messages within 3 Months' time from the date of issue of this order.
- 2) TEED is directed to develop an online mobile app so that complaints be registered online by its consumers and after redressal communication be made with date and time stamping.
- 3) Order Issued On 02/06/26.
- 4) Case Closed.
- 5) *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)
Chairperson (CGRF-BSP)

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