

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 2026/10

Mrs. Kishori Prakash Sharma
W/o Late Shri P N Sharma
House No. 21, Street-02,
Shivnath Coloney, Rajnandgaon -491441 (C.G.)
Versus

-----Applicant

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

-----Respondent

ORDER

(Passed today on 05/06/26)

Brief of the Case:

Applicant Mrs Kishori Prakash Sharma, (wife of sole allot-tee late Mr P N Sharma, Qr No 13D / Street 08 / Sec-01) present address House No.21. Street 02, Shivnath Clooney, Rajnandgaon (C.G.) has submitted an application on 25/04/26 citing when she has applied for change of ownership of said house BSP has issued a notice for payment of outstanding bills including electricity bills of Rs 90000/- approx. in spite of fact electric supply was disconnected.

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

Relief sought by the applicant:

- 1) Cancellation of erroneous electricity bills.
- 2) Reconnection of Power Supply.

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:

- a) Copy of application submitted by the applicant for disconnection.
- b) Copy of Disconnection Order & other relevant documents/application etc.



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- c) Copy of application submitted by the applicant for reconnection of electricity.
- d) Copy of Reconnection Order.
- e) Details of Energy Meter installed at said premises.
- f) Basis of bill prepared for claiming outstanding arrears.
- g) Copy of Meter Reading Ward Book for said premises since 2020 to uptill.
- h) Please confirm, whether billing is done strictly in accordance with the provisions stipulated in CSERC Electricity Supply Code and bills issued are correct and reasoned bill, after due verification and communication to the consumer.

Reply by DISCOM (BSP-TEED) on aforementioned notice received on 16/05/2026 with a copy of desired documents. The same is reproduced here under:

- a) Copy of application submitted for disconnection attached herewith.
- b) Copy of disconnection order & disconnection report attached herewith
- c) Copy of application submitted for reconnection attached herewith
- d) Copy of reconnection order attached herewith.
- e) Details of meter installed at said premises as below
Meter Sl.No. : 10004131, Make/ Capacity: L&T/5-20A
FR of meter : 55797.2
- f) Basis of bill prepared up to disconnection was actual consumption of electricity and afterward billing were STD based on Average consumption of premises.
- g) Copy of Meter reading ward book attached herewith.
- h) The bills are generated correctly upto May'2021 and outstanding as on date is Rs 18101.00(excluding penalty). Disconnection done on 22.05.2021 and meter was removed. Subsequently an application received in the office asking for temporary connection citing reason Covid Lockdown by Smt Beena Sharma. Connection given (without meter) on humanitarian ground which was subsequently removed but average bill generated erroneously.

On 23/05/2026 in hearing applicant Mrs Kishori Prakash Sharma, with her son Mr Shishir Sharma were present and from respondent side, Mr R K Vishwakarma AGM (TEED) was present in the court.

In hearing applicant expressed following points:

- 1) The Qr#13D/08/Sector-01, Bhilai was purchased by her Husband late Shri P.N. Sharma on long term lease.



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- 2) Subsequent to death of Shri P.N. Sharma, she has applied for change of ownership of house in BSP (Estate) Department.
- 3) Estate Department has issued a notice for the payment of outstanding **amount Rs129916/-** under different head including electricity.
- 4) As such there was no electricity at said address **since 22/05/2021**, the electricity bills generated to be cancelled.
- 5) In support of disconnection shown the copy of disconnection order of BSP(TEED).
- 6) It is further said that the said residence was encroached by a lady Mrs Bina Thakur kicked from their house and they were homeless, hence on her husband's (Shri P.N. Sharma) application subsequent to payment of disconnection charges, electricity disconnection was done.
- 7) Her husband also communicated to TEED through email dated 24/05/21 regarding not to reconnect without his permission.
- 8) Subsequently despite knowing this fact, TEED officials considered the application dated 25/05/2021 submitted by Mrs Bina Thakur indicating her name as (Mrs Bina Sharma, husband Shishir Prakash Sharma) and given electrical connection.
- 9) Mrs Bina Thakur continued to stay at said house, availing electricity and when order vide No. 479 dated 24/12/24 of Executive Magistrate, Durg executed house is under my possession since 01/01/2025.
- 10) She further expressed that due to incorrect act "electrical connection to illegal occupant" she suffered more than 5 years and faced so many harassments and false cases and also lost husband

Chairperson commented that in my jurisdiction only grievances regarding electricity to be heard & other matters need not be discussed and further allowed respondent to put his points.

The responded accepted that bills up to May'2021 generated correctly, however as on 22/05/21 meter was removed and power was disconnected. The same is mentioned at point 4(h) of the notice and he accepted to correct electrical bills.


05/10/21

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For the reconnection of power supply, respondent communicated that subsequent to payment of outstanding corrected bills, completion of procedure / formalities of meter change reconnection will be done.

Further it has been asked both the parties to submit any document relevant to case. Applicant submitted a letter dated 23/05/26 taken into record.

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 Smt. Kishori Prakash Sharma, submitted a grievance on 27/03/26 before this forum with a copy of Adhar Card, death certificate of her husband Shri P.N. Sharma the sole allottee of Qr. No. 13D/08/01 Bhilai on long term lease (LN#2857). Hence application from Mrs Kishori Prakash Sharma considered as legal heir.
- 2) The temporary disconnection was **done on 22/05/2021** (as per clause 10.21 of supply code), on receipt of application of Mr P N Sharma dated 19/02/2021 after payment of disconnection charges vide BSP Receipt No 5769 dated 02/03/2021 and execution order No. AGM (E) /TEED/21/250 dated 03/03/2021.
- 3) Mr P N Sharma vide email dated 24/05/2021 further intimated that he has no need of electrical connection and on his own request, disconnection is duly carried out, hence without his consent it would not be reconnected.
- 4) TEED has received an application on 25/05/2026 from Mrs Bina Sharma husband Shishir Prakash Sharma, for reconnection citing reason connection removed & meter etc taken by unknown, requesting immediate connection due to CORONA and due to lockdown giving her time of one month's for purchase of new meter and completing formalities.
- 5) Vide order No. AGM(E) /TEED/21/441 dated 25/05/26 issued by GM(TEED) mentioning "On the basis of application submitted by residents of above address, electrical supply may



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be restored till **further order** on humanitarian ground in view of the prevailing covid conditions. **The Reconnection charges Receipt not found.**

- 6) Reconnection was done from the pole as per order without meter as on **26/05/2021**.
- 7) Observation on ward book, up to May'21 meter reading was done & Ok, further reply logged on ward book like "मीटर वाले रूम में ताला लगा है बोली / मीटर नहीं है बोली रीडिंग करने मत आना".
- 8) Taking cognizance on eviction Warrant vide No. 479 dated 24/12/24 issued from the office of Executive Magistrate, Durg, **eviction of Mrs Bina Thakur** was done on **01/01/2025**.
- 9) Temporary electric supply without meter was continued up till 01/01/2025 and billing was done considering average consumption w.e.f. Jun'2021 to Dec'2025.
- 10) Mr P N Sharma letter dated 16/01/2025 **requesting legal connection through meter**.
- 11) Mr P N Sharma Death certificated. Date of Death 20/02/2025.

ANALYSIS:

- 1) The case is matter of unauthorized encroachment, in which DISCOM TEED has no role.
- 2) The temporary disconnection was done on 22/05/2021 as per clause 10.21 of supply code on the application of bonafide allottee. Further vide his email dated 24/05/21 he has confirmed that he has no requirement of electricity and not to be connected without his consent.
- 3) Application with applicant name Mrs Bina Sharma, considered by TEED, which was unauthorized/unjustifiable. Electrical connection extended without payment of connection charges. However owing to prevailing condition of Covid, electrical connection on humanitarian ground is appreciable.
- 4) In the application of Mrs Bina Sharma admitted to complete the formalities within one month and payments also, but no any payment done by her, despite that supply continued up till 01/01/2025.
- 5) Presently legal heir of Mr P N Sharma, Mrs Kishori Prakash Sharma is not at all responsible for the payment of electricity bill after Meter read 55797.2 dated 22/05/2021.
- 6) Application for legal connection with meter of Mr P.N. Sharma dated 16/01/2025 for re connection is as per provisions stipulated in supply code.



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VERDICT OF THE FORUM

- 1) TEED is directed to provide comprehensive unpaid electricity bill up to Final Meter read 55797.2 (of dated 22/05/2021) for the payment to Mrs Kishori Prakash Sharma within 15 days' time.
- 2) Further since the connection to Mrs Bina Sharma was not done as per procedure stipulated in supply code, the electricity bills generated on average consumption basis w.e.f. 25/05/21 to 31/12/24 liable for set aside due to the departmental lapses.
- 3) After death of Mr P.N. Sharma, his application for legal connection with meter dated 16/01/25 stand valid and to be considered for reconnection as per provisions stipulated in supply code by change of ownership in record.
- 4) Order Issued on 05/06/26.
- 5) Case Closed.
- 6) ***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 Steel Plant

